

HEALTH CARE FINANCING ADMINISTRATION

**CARRIER WORKLOAD  
AND PROCESSING TIME  
REPORT  
APRIL 1987**



REPORTS  
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1987:Apr.

**U.S. Department of  
Health and Human Services  
Health Care Financing Administration**



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## CARRIER WORKLOAD AND PROCESSING TIME REPORT

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## FOREWORD

This report summarizes the status of carrier workloads for April 1987. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (claims processing timeliness--CPT) by type of bill. Definitions of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

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## Executive Summary

- o The number of claims pending at the end of April 1987 was 9.9 million, a decrease of 6.3 percent from the pending at the end of March 1987, and a decrease of 41.4 percent from the pending at the end of April 1986.
  - + The number of claims pending is the lowest it has been since November 1984. The reduction over recent months has resulted from claims processing timeliness requirements.
- o The assignment rate for April 1987 was 73.5 percent, the highest rate experienced to date. This high rate can be attributed to the new requirement that physicians accept assignment on all claims in which they bill for laboratory services provided on January 1, 1987 or later, and an increase in the proportion of physicians enrolled in the Medicare Physician/ Supplier Participation Program after the latest sign-up period ending in January 1987.
- o The percent of clean claims processed in 30 days or less was 96.5 percent in April 1987 -- nearly 4 percentage points higher than the comparable percentage recorded for the previous month

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, APRIL 1986 - APRIL 1987

-----Claims Processed During Month (000s)-----													
Claims Received During Month (000s)	-----Including Replicates-----				-----Claims Pending (000s)-----								
	-----Claims Paid-----			Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Total	Over 30 Days	Over 60 Days				
Month	Total Number	Number	Percent of Total Processed										
1986													
April	26,868.4	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	2,294.4	817.7				
May	25,604.8	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	3,069.5	840.8				
June	25,870.5	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	3,354.0	1,031.2				
July	26,198.8	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	3,148.3	952.6				
August	24,306.8	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	2,560.4	857.9				
September	26,148.4	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	1,993.6	681.6				
FY 1986	300,930.0	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---				
October	27,951.7	24,537.2	87.0	1,125.2	2,554.1	27,961.5	11,496.9	1,890.7	549.3				
November	22,693.3	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	1,876.2	600.3				
December	27,460.3	23,060.6	87.9	795.1	2,389.0	25,941.5	12,950.9	2,191.5	626.9				
CY 1986	306,714.2	249,336.9	81.7	28,954.3	27,065.6	302,558.1	---	---	---				
1987													
January	26,951.2	21,427.0	81.8	2,175.4	2,601.7	25,853.5	13,740.6	2,400.9	648.8				
February	25,814.4	19,130.4	69.8	5,636.0	2,661.3	27,115.5	12,063.0	1,884.8	622.0				
March	29,659.7	22,795.9	73.0	5,384.3	3,038.2	30,961.1	10,510.0	1,331.2	483.4				
April	29,192.1	23,394.3	80.1	3,805.4	2,650.1	29,656.0	9,852.5	1,154.6	428.8				
FY to Date	189,722.8	154,247.4	81.3	19,702.2	18,024.3	190,025.0	---	---	---				

NOTE: Some data for April 1986 have been changed due to revised reports submitted by Maryland B/S.



TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, APRIL 1986 - APRIL 1987

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media	Assigned--Percent of Ass'd 1500s Received	Unassigned--Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investment Rate
			-----Total-----	-----HCFA-1500s-----			
1986							
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2
December	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2
CY 1986	68.0	99.6	81,482,480	26.6	32.9	13.1	0.9
1987							
January	68.8	97.2	7,856,889	29.2	35.8	14.5	1.3
February	70.9	106.2	7,960,158	30.8	37.1	15.6	1.1
March	72.1	105.3	8,965,596	30.2	35.8	15.7	0.8
April	73.5	102.3	9,320,565	31.9	37.4	16.7	0.6
FY to Date	70.0	101.2	56,696,019	29.9	36.2	15.2	1.0
							3.9

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, APRIL 1986 - APRIL 1987

Month	Total Inquiries Processed			Beneficiary Inquiries Processed			Provider Inquiries Processed					
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Apr	1,803,806	1,348,995	43,859	410,952	1,286,715	1,051,218	41,551	193,946	517,091	297,777	2,308	217,006
May	1,685,756	1,255,594	40,690	389,472	1,208,871	985,417	39,581	183,873	476,885	270,177	1,109	205,599
Jun	1,750,066	1,293,433	40,751	415,882	1,254,634	1,027,361	39,775	187,498	495,432	266,072	976	228,384
Jul	1,790,766	1,311,389	40,501	438,876	1,279,909	1,036,214	39,317	204,378	510,857	275,175	1,184	234,498
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969	266,405	1,080	227,484
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949	276,101	1,158	231,690
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315	3,125,657	13,038	2,535,620
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838	298,396	3,405	216,037
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694	234,294	1,235	193,165
Dec	1,658,057	1,244,307	38,832	374,918	1,190,487	974,575	37,761	178,151	467,570	269,732	1,071	196,767
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	468,325	2,313,683	5,763,745	3,213,213	16,554	2,533,978
1987												
Jan	1,875,113	1,411,942	36,572	426,599	1,335,637	1,098,485	35,432	201,720	539,476	313,457	1,140	224,879
Feb	1,852,549	1,406,029	40,003	406,514	1,314,976	1,085,556	37,158	192,262	537,573	320,473	2,845	214,255
Mar	2,181,314	1,623,058	43,513	514,743	1,548,227	1,270,235	42,474	235,518	633,087	352,823	1,039	279,225
Apr	2,055,317	1,534,988	41,528	478,801	1,465,429	1,192,200	40,281	232,948	589,888	342,788	1,247	245,853
FY to Date	13,051,637	9,768,989	287,052	2,995,596	9,333,883	7,637,026	275,070	1,421,787	3,717,754	2,131,963	11,982	1,537,809

TABLE D: RATIO OF INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED  
APRIL 1986 - APRIL 1987

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received				Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received				Ratio of Provider Inquiries Processed To 1,000 Claims Received			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Apr	67	50	2	15	48	39	2	7	19	11	0	8
May	66	49	2	15	47	38	2	7	19	11	0	8
Jun	68	50	2	16	48	40	2	7	19	10	0	9
Jul	68	50	2	17	49	40	2	8	19	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9
Dec	60	45	1	14	43	35	1	6	17	10	0	7
CY 1986	68	50	2	16	49	40	2	8	19	10	0	8
1987												
Jan	70	52	1	16	50	41	1	7	20	12	0	8
Feb	72	54	2	16	51	42	1	7	21	12	0	8
Mar	74	55	1	17	52	43	1	8	21	12	0	9
Apr	70	53	1	16	50	41	1	8	20	12	0	8
FY to Date	69	51	2	16	49	40	1	7	20	11	0	8

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

APRIL 1986 - APRIL 1987

Month -----	Number Transferred -----	Transferred Via Electronic Media -----	
		Number -----	Percent of Total Transferred -----
1986			
April	2,825,475	2,070,005	73.3
May	2,666,061	1,949,959	73.1
June	2,681,258	1,976,098	73.7
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7
1987			
January	2,449,211	1,958,915	80.0
February	2,630,482	2,162,560	82.2
March	2,948,257	2,403,828	81.5
April	2,892,130	2,672,217	92.4
FY to Date	18,758,589	15,333,261	81.7







TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: APRIL, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				TOTAL CLAIMS PENDING	
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES		
CHICAGO REGION	4,855,468	4,997,992	3,770,776	751,378	475,838	4,975,969	1,646,955	
ILLINOIS B/S (HCSC)	996,864	1,082,584	808,978	156,921	116,685	1,082,278	294,937	
INDIANA B/S	523,070	532,358	384,043	94,665	53,650	516,054	93,298	
MICHIGAN B/S	1,217,020	1,218,748	984,365	116,480	117,903	1,218,748	195,606	
MINNESOTA B/S	153,471	156,969	105,739	37,728	13,502	156,674	28,136	
MINNESOTA-TRAVELERS	160,712	173,381	134,099	21,607	17,675	172,965	39,684	
OHIO-NATIONWIDE	1,237,229	1,119,013	835,184	177,301	106,528	1,116,570	651,274	
WISCONSIN B/S	567,102	714,939	518,368	146,676	49,895	712,680	344,020	
DALLAS REGION	2,646,813	2,664,472	2,262,299	263,381	138,792	2,651,026	639,474	
ARKANSAS B/S	301,745	295,549	218,458	55,961	21,130	294,301	121,417	
LA.-ARK. B/S	434,714	422,754	312,427	60,904	49,423	421,692	183,728	
NEW MEXICO-AETNA	109,739	121,874	91,255	18,002	12,617	121,354	31,855	
OKLAHOMA-AETNA	315,861	323,296	246,708	52,586	24,002	321,085	86,123	
TEXAS B/S	1,484,754	1,500,989	1,393,451	75,928	31,620	1,492,594	216,351	
KANSAS CITY REGION	1,401,225	1,348,180	975,244	258,526	114,410	1,342,472	567,171	
IOWA B/S	494,614	446,937	319,258	93,962	33,717	444,122	197,129	
IOWA	337,549	305,658	218,003	66,020	21,635	303,887	125,217	
NEBRASKA	157,065	141,279	101,255	27,942	12,082	140,235	71,912	
KANSAS B/S	229,296	219,007	162,306	41,523	15,178	217,713	59,048	
MISSOURI B/S	207,633	206,170	157,176	30,309	18,685	204,994	42,281	
MISSOURI-GENERAL AMERICAN	469,682	476,066	336,504	92,732	46,830	475,643	268,713	
DENVER REGION	658,415	667,439	487,900	118,263	61,276	664,163	222,303	
COLORADO B/S	277,963	271,213	202,953	40,581	27,679	270,438	67,700	
MONTANA B/S	78,728	98,692	68,951	20,139	9,602	98,090	42,208	
NORTH DAKOTA B/S	161,943	155,274	115,480	30,569	9,225	154,635	41,229	
NORTH DAKOTA	81,383	79,374	59,280	15,763	4,331	79,068	20,037	
SOUTH DAKOTA	80,560	75,900	56,200	14,806	4,894	75,567	21,192	
UTAH B/S	108,446	112,049	79,112	20,878	12,059	110,893	55,750	
WYOMING-EQUITABLE	31,337	30,211	21,404	6,096	2,711	30,107	15,416	
SAN FRANCISCO REGION	3,605,504	3,687,750	2,993,967	326,524	367,259	3,641,092	942,809	
ARIZONA-NEVADA-AETNA	495,189	496,554	383,409	57,297	55,848	492,795	223,663	
ARIZONA	407,545	413,098	316,801	49,680	46,617	409,626	183,144	
NEVADA	87,644	83,456	66,608	7,617	9,231	83,169	40,519	
CALIFORNIA B/S	1,386,762	1,488,161	1,187,752	157,904	142,505	1,485,633	338,606	
CALIF.-OCCIDENTAL (NON-P&E)	1,615,902	1,585,749	1,329,021	98,218	158,510	1,545,851	337,989	
CALIF.-OCCIDENTAL (P & E)	21,944	21,022	18,027	55	2,940	20,661	12,239	
HAWAII-AETNA	85,707	96,264	75,758	13,050	7,456	96,152	30,312	

\* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: APRIL, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				TOTAL CLAIMS PENDING	
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL CLAIMS PENDING	
SEATTLE REGION	936,076	953,751	736,826	142,131	74,794	949,988	394,118	
ALASKA-OREGON-AETNA	303,225	322,510	246,915	50,306	25,289	320,851	113,214	
ALASKA	10,281	10,174	7,943	889	1,342	10,092	2,059	
OREGON	292,944	312,336	238,972	49,417	23,947	310,759	111,155	
IDAHO-EQUITABLE	86,095	87,082	62,032	19,434	5,616	86,903	40,971	
WASHINGTON B/S	546,756	544,159	427,879	72,391	43,889	542,234	239,933	
CLALLAM	7,693	8,193	6,483	1,156	554	8,187	1,926	
COWLITZ	10,149	9,908	7,885	1,463	560	9,874	6,755	
GRAYS HARBOR	9,832	8,033	6,205	1,471	357	7,989	3,588	
KING	252,785	263,823	209,053	31,405	23,365	262,750	105,997	
KITSAP	22,120	22,598	17,907	3,373	1,318	22,556	6,774	
PIERCE	68,239	71,118	56,160	8,815	6,143	70,854	30,218	
SKAGIT	16,071	15,810	11,521	2,985	1,304	15,795	5,130	
SNOHOMISH	30,011	27,513	20,773	4,389	2,351	27,458	19,277	
SPOKANE	107,050	91,968	72,959	12,703	6,306	91,608	54,510	
WALLA WALLA	8,671	10,070	7,519	1,845	706	10,065	2,747	
WHATCOM	14,135	15,125	11,414	2,786	925	15,098	3,011	
RRB-TRAVELERS	761,926	758,235	563,142	106,291	88,802	756,835	291,960	
AETNA	1,309,721	1,360,498	1,044,045	191,241	125,212	1,352,237	485,167	
EQUITABLE	674,096	606,975	459,309	99,668	46,998	603,779	202,788	
NATIONWIDE	1,441,952	1,295,161	965,966	208,202	120,993	1,292,507	765,633	
PRUDENTIAL	2,309,659	2,359,215	1,794,350	334,024	230,841	2,349,271	1,124,326	
TRAVELERS (RRB EXCLUDED)	876,026	873,577	663,128	143,195	67,254	871,836	291,100	

\* LESS THAN 0.05

TABLE 1A: DAYS WORK ON HAND FOR APRIL 1987  
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Boston Region	
Connecticut-Travelers	19.8
Massachusetts B/S	12.1
Tri-State	13.8
Rhode Island B/S	12.1
New York Region	
New Jersey-Prudential	18.5
N.Y.-Binghamton B/S	10.2
N.Y.-New York B/S	5.8
New York-Group Health	11.8
Puerto Rico B/S	30.1
Philadelphia Region	
Maryland B/S	17.5
Pennsylvania B/S	11.1
Virginia-Travelers	11.3
Atlanta Region	
Alabama B/S	6.2
Florida B/S	7.9
Georgia-Prudential	10.2
Kentucky B/S	14.2
Mississippi-Travelers	10.2
North Carolina-Prudential	17.4
South Carolina B/S	12.2
Tennessee-Equitable	9.8
Chicago Region	
Illinois B/S (HCSC)	9.3
Indiana B/S	5.7
Michigan B/S	4.5
Minnesota B/S	6.6
Minnesota-Travelers	7.8
Wisconsin B/S	21.8
Dallas Region	
Arkansas B/S	14.3
LA.-Ark. B/S	15.7
New Mexico-Aetna	8.9
Oklahoma-Aetna	9.1
Texas B/S	5.5



TABLE 1A: DAYS WORK ON HAND FOR APRIL 1987  
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Kansas City Region	
Iowa B/S	13.4
Kansas B/S	8.6
Missouri B/S	6.2
Missouri-General American	18.2
Denver Region	
Colorado B/S	7.8
Montana B/S	19.0
North Dakota B/S	9.4
Utah B/S	17.1
Wyoming-Equitable	19.9
San Francisco Region	
Arizona-Nevada Aetna	14.9
California B/S	7.5
Calif.-Occidental	6.4
Hawaii-Aetna	9.8
Seattle Region	
Alaska-Oregon Aetna	12.3
Idaho-Equitable	16.1
Washington B/S	15.7
RRB-Travelers	12.5
Aetna	12.0
Equitable	11.1
Nationwide	18.4
Prudential	16.2
Travelers(RRB excluded)	7.4

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE		
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS			
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED				HCFA-1500'S	
								ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED
TOTAL	73.5	102.3	9,320,565	31.9	37.4	16.7	0.6	4.6	
BOSTON REGION	85.5	102.5	414,588	24.2	26.9	8.1	1.0	4.2	
CONNECTICUT-TRAVELERS	69.5	101.8	89,110	23.8	32.8	3.4	0.2	4.2	
MASSACHUSETTS B/S	96.2	102.8	217,882	26.1	26.7	10.9	1.4	4.5	
MASSACHUSETTS TRI-STATE	72.3	98.8	52,892	16.3	17.1	14.2	1.4	5.4	
MAINE	81.0	100.4	10,574	7.6	8.7	2.9	1.4	5.2	
NEW HAMPSHIRE	63.1	96.1	23,540	19.2	20.3	17.4	1.4	5.6	
VERMONT	71.2	100.7	18,778	29.5	32.3	22.4	1.3	5.2	
RHODE ISLAND B/S	93.1	108.8	54,704	30.4	32.7	0.0	0.1	1.2	
NEW YORK REGION	75.5	103.4	1,143,798	30.6	38.9	4.9	0.6	4.2	
NEW JERSEY-PRUDENTIAL	71.0	95.7	342,746	32.1	42.8	6.1	0.6	2.5	
N.Y.-BINGHAMTON B/S	77.4	98.1	138,555	21.5	27.1	2.6	1.5	3.3	
N.Y.-NEW YORK B/S	76.9	107.6	606,332	37.0	46.4	5.7	0.4	3.9	
NEW YORK-GROUP HEALTH	69.2	103.8	55,832	25.9	37.2	0.5	0.0	2.6	
PUERTO RICO B/S	90.9	130.5	333	0.2	0.2	0.0	0.1	18.1	
PUERTO RICO	90.9	130.6	333	0.2	0.2	0.0	0.1	18.1	
VIRGIN ISLANDS	62.4	93.4	0	0.0	0.0	0.0	3.3	41.7	
PHILADELPHIA REGION	85.3	104.3	1,069,264	32.2	35.6	12.9	0.2	5.8	
MARYLAND B/S	84.5	129.1	126,398	39.9	38.7	46.4	0.0*	21.0	
PENNSYLVANIA B/S	88.9	105.3	730,622	31.4	34.8	4.2	0.2	2.9	
DELAWARE	80.9	96.9	15,184	20.5	24.4	3.7	0.1	3.6	
DISTRICT OF COLUMBIA	82.5	100.7	137,718	40.1	48.1	2.5	0.4	3.8	
PENNSYLVANIA	90.0	106.6	505,306	27.6	30.1	4.8	0.2	2.8	
PENNSYLVANIA-LAB.	100.0	102.8	72,414	100.0	100.0	0.0	0.0	2.4	
VIRGINIA-TRAVELERS	71.5	90.6	171,008	36.3	43.3	18.6	0.1	3.2	
WEST VIRGINIA-NATIONWIDE	77.5	86.0	41,236	20.1	23.4	8.8	0.1	16.7	
ATLANTA REGION	72.6	102.4	2,210,188	39.8	46.2	22.7	0.9	5.5	
ALABAMA B/S	82.7	101.7	288,229	58.7	60.1	52.1	2.6	1.9	
FLORIDA B/S	69.6	97.0	1,052,302	43.5	50.6	27.2	1.3	4.8	
GEORGIA-PRUDENTIAL	77.2	116.1	153,666	29.9	35.7	10.3	0.2	3.1	
KENTUCKY B/S	72.8	87.5	109,461	28.6	31.4	21.2	0.5	11.0	
MISSISSIPPI-TRAVELERS	74.0	112.0	75,061	30.8	36.2	15.4	0.3	2.6	
NORTH CAROLINA-PRUDENTIAL	74.1	101.8	256,997	35.3	45.5	6.0	0.4	14.1	
SOUTH CAROLINA B/S (NON-P&E)	67.1	133.3	142,004	51.0	59.6	33.6	0.0*	2.2	
SOUTH CAROLINA B/S (P & E)	98.6	90.2	14,088	31.4	31.7	9.2	0.0	0.3	
TENNESSEE-EQUITABLE	69.2	107.0	118,380	25.9	32.5	11.1	0.4	3.4	

\* LESS THAN 0.05



TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA					REPLICATE CLAIMS	
	TOTAL		HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE	
	NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASS'D. 1500'S RECEIVED	UNASS'D 1500'S RECEIVED			
CHICAGO REGION	1,791,740	36.9	42.3	23.7	0.4	4.9	
ILLINOIS B/S (HCSC)	263,102	26.4	30.2	18.0	0.0*	1.7	
INDIANA B/S	172,395	33.0	37.6	25.0	3.1	4.2	
MICHIGAN B/S	654,969	53.8	58.0	15.0	0.0	1.7	
MINNESOTA B/S	68,225	44.5	41.1	47.5	0.2	3.3	
MINNESOTA-TRAVELERS	88,910	55.3	59.1	48.8	0.2	3.9	
OHIO-NATIONWIDE	381,136	30.8	37.4	18.4	0.2	14.7	
WISCONSIN B/S	163,003	28.7	27.7	30.4	0.3	1.0	
DALLAS REGION	723,277	27.3	33.4	13.0	0.5	3.4	
ARKANSAS B/S	62,552	20.7	22.7	13.0	0.4	3.0	
LA.-ARK. B/S	140,643	32.4	39.0	14.4	0.3	4.9	
NEW MEXICO-AETNA	17,518	16.0	21.1	5.5	0.4	2.6	
OKLAHOMA-AETNA	68,252	21.6	29.6	11.1	0.7	1.8	
TEXAS B/S	434,312	29.3	35.7	13.8	0.6	3.5	
KANSAS CITY REGION	485,009	34.6	40.7	23.1	0.4	6.9	
IOWA B/S	103,004	20.8	25.7	14.0	0.6	3.5	
IOWA	92,167	27.3	32.4	19.9	0.6	3.2	
NEBRASKA	10,837	6.9	10.7	1.9	0.7	4.1	
KANSAS B/S	86,482	37.7	40.1	29.5	0.6	5.2	
MISSOURI B/S	96,976	46.7	52.3	28.4	0.6	9.3	
MISSOURI-GENERAL AMERICAN	198,547	42.3	49.6	30.3	0.1	9.7	
DENVER REGION	136,999	20.8	21.3	20.1	0.5	6.2	
COLORADO B/S	52,053	18.7	18.4	19.3	0.3	4.7	
MONTANA B/S	14,323	18.2	13.8	22.6	0.6	18.2	
NORTH DAKOTA B/S	44,934	27.7	29.8	25.5	0.4	4.4	
NORTH DAKOTA	32,075	39.4	37.8	41.4	0.4	4.1	
SOUTH DAKOTA	12,859	16.0	20.6	11.7	0.4	4.7	
UTAH B/S	22,473	20.7	23.6	14.6	1.0	2.8	
WYOMING-EQUITABLE	3,216	10.3	16.6	4.6	0.3	2.8	
SAN FRANCISCO REGION	1,183,314	32.8	38.0	17.8	1.3	2.9	
ARIZONA-NEVADA-AETNA	115,385	23.3	31.2	9.5	0.8	2.0	
ARIZONA	92,442	22.7	31.6	9.5	0.8	2.0	
NEVADA	22,943	26.2	29.9	9.6	0.3	2.2	
CALIFORNIA B/S	488,799	35.2	41.7	19.6	0.2	1.6	
CALIF.-OCCIDENTAL (NON-P&E)	553,412	34.2	37.8	19.9	2.5	4.3	
CALIF.-OCCIDENTAL (P & E)	8,909	40.6	41.4	0.0	1.7	12.2	
HAWAII-AETNA	16,809	19.6	17.8	24.6	0.1	3.0	

\* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE	
	TOTAL		HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED			
	NUMBER	RATIO PRQC/ REC'D	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED				
								UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED
SEATTLE REGION	54.3	101.9	150,205	16.0	19.7	11.7	0.4	
ALASKA-OREGON-AETNA	52.2	106.4	60,425	19.9	22.7	16.9	0.5	1.1
ALASKA	71.1	99.0	805	7.8	11.0	0.0	0.8	1.2
OREGON	51.6	106.6	59,620	20.4	23.3	17.2	0.5	1.1
IDAHO-EQUITABLE	38.8	101.1	14,722	17.1	20.9	14.7	0.2	1.5
WASHINGTON B/S	57.9	99.5	75,058	13.7	18.1	7.8	0.4	1.5
CLALLAM	41.1	106.5	375	4.9	11.9	0.0	0.1	13.7
COWLITZ	62.6	97.6	1	0.0*	0.0*	0.0	0.3	1.6
GRAYS HARBOR	61.2	81.7	0	0.0	0.0	0.0	0.5	1.8
KING	58.3	104.4	41,579	16.4	23.1	7.2	0.4	1.0
KITSAP	46.9	102.2	2,430	11.0	10.6	11.3	0.2	0.9
PIERCE	58.1	104.2	6,001	8.8	4.2	15.2	0.4	1.3
SKAGIT	41.8	98.4	4,032	25.1	46.1	10.0	0.1	1.3
SNOHOMISH	53.5	91.7	813	2.7	4.0	1.2	0.2	5.4
SPOKANE	64.4	85.9	16,181	15.1	21.5	3.5	0.4	1.2
WALLA WALLA	44.7	116.1	2,674	30.8	25.5	35.2	0.0*	2.0
WHATCOM	56.8	107.0	972	6.9	6.0	8.0	0.2	1.7
RRB-TRAVELERS	67.0	99.5	12,183	1.6	2.0	0.8	0.2	3.2
AETNA	60.2	103.9	278,389	21.3	27.1	12.4	0.6	1.9
EQUITABLE	63.5	105.6	136,318	23.7	30.8	11.5	0.4	3.1
NATIONWIDE	67.1	89.8	422,372	29.3	35.1	17.5	0.2	15.0
PRUDENTIAL	73.4	102.1	753,409	32.6	42.0	6.9	0.4	6.3
TRAVELERS (RRB EXCLUDED)	70.7	99.7	334,979	38.2	43.8	24.7	0.2	3.2

\* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	2,055,317	70	1,534,988	53	41,528	1	478,801	16
BOSTON REGION	94,638	55	72,103	42	2,952	2	19,583	11
CONNECTICUT-TRAVELERS	29,515	79	26,989	72	653	2	1,873	5
MASSACHUSETTS B/S	32,301	39	21,198	25	1,053	1	10,050	12
MASSACHUSETTS TRI-STATE	24,697	76	17,816	55	815	3	6,066	19
MAINE	11,029	80	8,078	58	353	3	2,598	19
NEW HAMPSHIRE	9,695	79	6,765	55	372	3	2,558	21
VERMONT	3,973	62	2,973	47	90	1	910	14
RHODE ISLAND B/S	8,125	45	6,100	34	431	2	1,594	9
NEW YORK REGION	252,658	68	207,241	55	8,735	2	36,682	10
NEW JERSEY-PRUDENTIAL	84,797	79	66,697	62	571	1	17,529	16
N.Y.-BINGHAMTON B/S	32,934	51	28,511	44	589	1	3,834	6
N.Y.-NEW YORK B/S	102,090	62	87,126	53	4,749	3	10,215	6
NEW YORK-GROUP HEALTH	22,085	103	18,352	85	304	1	3,429	16
PUERTO RICO B/S	10,752	62	6,555	38	2,522	15	1,675	10
PUERTO RICO	10,631	61	6,498	38	2,503	14	1,630	9
VIRGIN ISLANDS	121	334	57	157	19	52	45	124
PHILADELPHIA REGION	188,953	57	150,986	46	2,991	1	34,976	11
MARYLAND B/S	38,354	121	30,228	95	893	3	7,233	23
PENNSYLVANIA B/S	119,012	51	95,798	41	1,116	0*	22,098	10
DELAWARE	5,400	73	4,068	55	283	4	1,049	14
DISTRICT OF COLUMBIA	22,521	66	18,726	54	609	2	3,186	9
PENNSYLVANIA	91,091	50	73,004	40	224	0*	17,863	10
PENNSYLVANIA-LAB.	0	0	0	0	0	0	0	0
VIRGINIA-TRAVELERS	21,942	47	17,144	36	872	2	3,926	8
WEST VIRGINIA-NATIONWIDE	9,645	47	7,816	38	110	1	1,719	8
ATLANTA REGION	408,927	74	291,395	52	3,599	1	113,933	20
ALABAMA B/S	18,594	38	17,760	36	266	1	568	1
FLORIDA B/S	217,084	90	153,813	64	1,650	1	61,621	25
GEORGIA-PRUDENTIAL	31,644	62	21,202	41	197	0*	10,245	20
KENTUCKY B/S	25,488	67	17,007	45	491	1	7,990	21
MISSISSIPPI-TRAVELERS	13,382	55	10,775	44	281	1	2,326	10
NORTH CAROLINA-PRUDENTIAL	35,463	49	23,539	32	578	1	11,346	16
SOUTH CAROLINA B/S (NON-P&E)	24,773	89	17,628	63	64	0*	7,081	25
SOUTH CAROLINA B/S (P & E)	5,909	132	2,870	64	0	0	3,039	68
TENNESSEE-EQUITABLE	36,590	80	26,801	59	72	0*	9,717	21

\* LESS THAN ONE PER THOUSAND



TABLE 3 : TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	285,897	59	220,639	45	4,182	1	61,076	13
ILLINOIS B/S (HCSC)	68,319	69	53,557	54	174	0*	14,588	15
INDIANA B/S	34,409	66	29,652	57	351	1	4,406	8
MICHIGAN B/S	57,972	48	47,071	39	2,837	2	8,064	7
MINNESOTA B/S	7,000	46	6,063	40	4	0*	933	6
MINNESOTA-TRAVELERS	13,448	84	12,525	78	384	2	539	3
OHIO-NATIONWIDE	70,368	57	52,726	43	205	0*	17,437	14
WISCONSIN B/S	34,381	61	19,045	34	227	0*	15,109	27
DALLAS REGION	232,824	88	158,230	60	1,642	1	72,952	28
ARKANSAS B/S	14,953	50	12,350	41	351	1	2,252	7
LA.-ARK. B/S	23,183	53	17,551	40	321	1	5,311	12
NEW MEXICO-AETNA	10,297	94	7,862	72	214	2	2,221	20
OKLAHOMA-AETNA	20,173	64	16,691	53	550	2	2,932	9
TEXAS B/S	164,218	111	103,776	70	206	0*	60,236	41
KANSAS CITY REGION	104,733	75	79,113	56	1,466	1	24,154	17
IOWA B/S	38,491	78	28,793	58	125	0*	9,573	19
IOWA	23,555	70	17,466	52	125	0*	5,964	18
NEBRASKA	14,936	95	11,327	72	0	0	3,609	23
KANSAS B/S	16,977	74	9,221	40	424	2	7,332	32
MISSOURI B/S	17,730	85	13,793	66	478	2	3,459	17
MISSOURI-GENERAL AMERICAN	31,535	67	27,306	58	439	1	3,790	8
DENVER REGION	60,618	92	46,257	70	2,041	3	12,320	19
COLORADO B/S	26,064	94	18,033	65	626	2	7,405	27
MONTANA B/S	6,050	77	4,111	52	127	2	1,812	23
NORTH DAKOTA B/S	8,770	54	7,133	44	451	3	1,186	7
NORTH DAKOTA	4,264	52	3,143	39	451	6	670	8
SOUTH DAKOTA	4,506	56	3,990	50	0	0	516	6
UTAH B/S	17,349	160	14,845	137	653	6	1,851	17
WYOMING-EQUITABLE	2,385	76	2,135	68	184	6	66	2
SAN FRANCISCO REGION	254,588	71	173,455	48	2,102	1	79,031	22
ARIZONA-NEVADA-AETNA	45,677	92	40,146	81	1,135	2	4,396	9
ARIZONA	40,845	100	36,236	89	1,135	3	3,474	9
NEVADA	4,832	55	3,910	45	0	0	922	11
CALIFORNIA B/S	67,718	49	52,868	38	195	0*	14,655	11
CALIF.-OCCIDENTAL (NON-P&E)	130,187	81	71,997	45	376	0*	57,814	36
CALIF.-OCCIDENTAL (P & E)	3,573	163	2,097	96	3	0*	1,473	67
HAWAII-AETNA	7,433	87	6,347	74	393	5	693	8

\* LESS THAN ONE PER THOUSAND

TABLE 3 : TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	98,050	105	80,677	86	11,704	13	5,669	6
ALASKA-OREGON-AETNA	24,615	81	23,300	77	505	2	810	3
ALASKA	921	90	876	85	0	0	45	4
OREGON	23,694	81	22,424	77	505	2	765	3
IDAHO-EQUITABLE	8,685	101	7,241	84	313	4	1,131	13
WASHINGTON B/S	64,750	118	50,136	92	10,886	20	3,728	7
CLALLAM	1,442	187	938	122	479	62	25	3
COWLITZ	541	53	330	33	207	20	4	0*
GRAYS HARBOR	1,054	107	499	51	513	52	42	4
KING	29,272	116	23,606	93	3,483	14	2,183	9
KITSAP	4,310	195	3,532	160	583	26	195	9
PIERCE	7,114	104	6,008	88	981	14	125	2
SKAGIT	2,419	151	1,319	82	923	57	177	11
SNOHOMISH	4,628	154	3,252	108	682	23	694	23
SPOKANE	10,624	99	8,369	78	2,021	19	234	2
WALLA WALLA	1,185	137	709	82	462	53	14	2
WHATCOM	2,161	153	1,574	111	552	39	35	2
RRB-TRAVELERS	73,431	96	54,892	72	114	0*	18,425	24
AETNA	108,195	83	94,346	72	2,797	2	11,052	8
EQUITABLE	47,660	83	36,177	63	589	1	10,914	19
NATIONWIDE	80,013	55	60,542	42	315	0*	19,156	13
PRUDENTIAL	151,904	66	111,438	48	1,346	1	39,120	17
TRAVELERS (RRB EXCLUDED)	48,772	56	40,444	46	1,537	2	6,791	8

\* LESS THAN ONE PER THOUSAND



TABLE 4 : NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,465,429	50	1,192,200	41	40,281	1	232,948	8
BOSTON REGION	62,304	36	52,962	31	2,942	2	6,400	4
CONNECTICUT-TRAVELERS	25,309	68	23,403	63	653	2	1,253	3
MASSACHUSETTS B/S	18,231	22	14,954	18	1,053	1	2,224	3
MASSACHUSETTS TRI-STATE	13,235	41	9,581	30	815	3	2,839	9
MAINE	4,880	35	3,378	24	353	3	1,149	8
NEW HAMPSHIRE	6,097	50	4,476	37	372	3	1,249	10
VERMONT	2,258	35	1,727	27	90	1	441	7
RHODE ISLAND B/S	5,529	31	5,024	28	421	2	84	0*
NEW YORK REGION	204,281	55	172,061	46	8,508	2	23,712	6
NEW JERSEY-PRUDENTIAL	72,588	68	59,704	56	571	1	12,313	12
N.Y.-BINGHAMTON B/S	25,391	39	22,238	35	589	1	2,564	4
N.Y.-NEW YORK B/S	79,726	49	68,861	42	4,746	3	6,119	4
NEW YORK-GROUP HEALTH	17,620	82	15,408	72	296	1	1,916	9
PUERTO RICO B/S	8,956	52	5,850	34	2,306	13	800	5
PUERTO RICO	8,876	51	5,817	34	2,287	13	772	4
VIRGIN ISLANDS	80	221	33	91	19	52	28	77
PHILADELPHIA REGION	139,172	42	126,164	38	2,924	1	10,084	3
MARYLAND B/S	28,449	90	26,594	84	893	3	962	3
PENNSYLVANIA B/S	82,807	36	77,518	33	1,110	0*	4,179	2
DELAWARE	4,089	55	3,618	49	283	4	188	3
DISTRICT OF COLUMBIA	15,671	46	14,495	42	608	2	568	2
PENNSYLVANIA	63,047	34	59,405	32	219	0*	3,423	2
PENNSYLVANIA-LAB.	0	0	0	0	0	0	0	0
VIRGINIA-TRAVELERS	19,615	42	15,512	33	847	2	3,256	7
WEST VIRGINIA-NATIONWIDE	8,301	41	6,540	32	74	0*	1,687	8
ATLANTA REGION	289,706	52	237,917	43	3,560	1	48,229	9
ALABAMA B/S	9,874	20	9,476	19	261	1	137	0*
FLORIDA B/S	169,469	70	137,625	57	1,650	1	30,194	12
GEORGIA-PRUDENTIAL	21,353	42	18,292	36	194	0*	2,867	6
KENTUCKY B/S	16,399	43	12,866	34	479	1	3,054	8
MISSISSIPPI-TRAVELERS	8,968	37	8,311	34	277	1	380	2
NORTH CAROLINA-PRUDENTIAL	26,046	36	20,113	28	578	1	5,355	7
SOUTH CAROLINA B/S (NON-P&E)	16,312	59	14,117	51	64	0*	2,131	8
SOUTH CAROLINA B/S (P & E)	712	16	514	11	0	0	198	4
TENNESSEE-EQUITABLE	20,573	45	16,603	36	57	0*	3,913	9

\* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	215,969	44	167,864	35	4,129	1	43,976	9
ILLINOIS B/S (HCSC)	59,766	60	46,006	46	171	0*	13,589	14
INDIANA B/S	22,163	42	20,197	39	351	1	1,615	3
MICHIGAN B/S	35,859	29	26,793	22	2,837	2	6,229	5
MINNESOTA B/S	4,030	26	3,590	23	4	0*	436	3
MINNESOTA-TRAVELERS	11,311	70	10,605	66	384	2	322	2
OHIO-NATIONWIDE	63,876	52	46,688	38	159	0*	17,029	14
WISCONSIN B/S	18,964	33	13,985	25	223	0*	4,756	8
DALLAS REGION	141,000	53	110,139	42	1,605	1	29,256	11
ARKANSAS B/S	11,490	38	10,209	34	342	1	939	3
LA.-ARK. B/S	15,561	36	13,116	30	321	1	2,124	5
NEW MEXICO-AETNA	7,585	69	5,996	55	211	2	1,378	13
OKLAHOMA-AETNA	15,835	50	13,364	42	546	2	1,925	6
TEXAS B/S	90,529	61	67,454	45	185	0*	22,890	15
KANSAS CITY REGION	74,929	53	64,607	46	1,466	1	8,856	6
IOWA B/S	25,047	51	21,393	43	125	0*	3,529	7
IOWA	15,316	45	13,250	39	125	0*	1,941	6
NEBRASKA	9,731	62	8,143	52	0	0	1,588	10
KANSAS B/S	8,716	38	6,931	30	424	2	1,361	6
MISSOURI B/S	13,339	64	11,422	55	478	2	1,439	7
MISSOURI-GENERAL AMERICAN	27,827	59	24,861	53	439	1	2,527	5
DENVER REGION	38,379	58	31,041	47	2,034	3	5,304	8
COLORADO B/S	17,139	62	13,382	48	626	2	3,131	11
MONTANA B/S	4,092	52	2,991	38	122	2	979	12
NORTH DAKOTA B/S	5,587	34	4,674	29	451	3	462	3
NORTH DAKOTA	2,579	32	1,930	24	451	6	198	2
SOUTH DAKOTA	3,008	37	2,744	34	0	0	264	3
UTAH B/S	10,134	93	8,777	81	653	6	704	6
WYOMING-EQUITABLE	1,427	46	1,217	39	182	6	28	1
SAN FRANCISCO REGION	177,782	49	132,314	37	1,943	1	43,525	12
ARIZONA-NEVADA-AETNA	38,877	79	34,231	69	1,037	2	3,609	7
ARIZONA	35,233	86	30,980	76	1,037	3	3,216	8
NEVADA	3,644	42	3,251	37	0	0	393	4
CALIFORNIA B/S	49,340	36	44,409	32	193	0*	4,738	3
CALIF.-OCCIDENTAL (NON-P&E)	83,574	52	48,434	30	335	0*	34,805	22
CALIF.-OCCIDENTAL (P & E)	107	5	63	3	0	0	44	2
HAWAII-AETNA	5,884	69	5,177	60	378	4	329	4

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	29,473,955	92.8	98.1	99.4	27,436,597	93.1	96.5	
BOSTON REGION	1,779,244	89.0	96.6	98.6	1,658,617	93.2	93.1	
CONNECTICUT-TRAVELERS	383,160	81.6	93.7	97.0	366,736	95.7	84.5	
MASSACHUSETTS B/S	885,951	91.6	97.5	98.9	823,047	92.9	95.4	
MASSACHUSETTS TRI-STATE	316,056	91.7	97.8	99.0	293,997	93.0	96.2	
MAINE	132,652	92.0	97.8	99.0	123,700	93.3	96.3	
NEW HAMPSHIRE	114,959	90.2	97.7	98.9	106,149	92.3	95.3	
VERMONT	68,445	93.4	98.2	99.2	64,148	93.7	97.6	
RHODE ISLAND B/S	194,077	88.0	96.1	99.2	174,837	90.1	95.1	
NEW YORK REGION	3,709,700	93.6	97.4	98.8	3,501,315	94.4	96.7	
NEW JERSEY-PRUDENTIAL	1,024,668	94.1	98.5	99.4	978,290	95.5	95.8	
N.Y.-BINGHAMTON B/S	631,075	93.4	97.6	99.1	588,057	93.2	97.0	
N.Y.-NEW YORK B/S	1,843,816	93.4	96.6	98.4	1,730,686	93.9	97.2	
NEW YORK-GROUP HEALTH	210,141	94.2	99.2	99.7	204,282	97.2	96.2	
PHILADELPHIA REGION	3,683,476	90.0	96.4	99.0	3,401,340	92.3	94.7	
MARYLAND B/S	413,071	81.9	95.1	98.7	325,665	78.8	92.5	
PENNSYLVANIA B/S	2,635,768	90.3	96.1	98.8	2,470,299	93.7	94.4	
DELAWARE	72,743	91.7	98.1	99.6	66,638	91.6	96.1	
DISTRICT OF COLUMBIA	347,009	91.7	97.6	99.2	327,506	94.4	94.9	
PENNSYLVANIA	2,139,128	89.8	95.7	98.7	2,004,570	93.7	94.1	
PENNSYLVANIA-LAB.	76,888	95.1	98.5	99.4	71,585	93.1	97.5	
VIRGINIA-TRAVELERS	458,489	95.1	99.0	99.7	444,191	96.9	96.5	
WEST VIRGINIA-NATIONWIDE	176,148	91.6	97.8	99.9	161,185	91.5	98.7	
ATLANTA REGION	5,524,059	94.4	98.3	99.5	5,065,687	91.7	98.8	
ALABAMA B/S	467,109	97.8	99.7	100.0	440,674	94.3	99.3	
FLORIDA B/S	2,321,807	93.0	97.6	99.3	2,103,882	90.6	99.5	
GEORGIA-PRUDENTIAL	597,472	96.1	98.7	99.7	578,880	96.9	98.0	
KENTUCKY B/S	343,208	92.6	98.7	99.8	299,851	87.4	98.9	
MISSISSIPPI-TRAVELERS	281,429	95.2	98.8	99.9	272,539	96.8	97.0	
NORTH CAROLINA-PRUDENTIAL	743,740	95.0	98.4	99.5	639,999	86.1	98.6	
SOUTH CAROLINA B/S (NON-P&E)	317,034	93.4	98.2	99.6	309,958	97.8	95.5	
SOUTH CAROLINA B/S (P & E)	29,652	92.6	99.3	99.8	27,814	93.8	98.2	
TENNESSEE-EQUITABLE	422,608	96.3	98.8	99.5	392,090	92.8	99.5	



TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	74,462	80	59,425	63	11,056	12	3,981	4
ALASKA-OREGON-AETNA	15,476	51	14,262	47	505	2	709	2
ALASKA	526	51	488	47	0	0	38	4
OREGON	14,950	51	13,774	47	505	2	671	2
IDAHO-EQUITABLE	5,610	65	4,324	50	313	4	973	11
WASHINGTON B/S	53,376	98	40,839	75	10,238	19	2,299	4
CLALLAM	1,170	152	705	92	447	58	18	2
COWLITZ	538	53	330	33	206	20	2	0*
GRAYS HARBOR	915	93	362	37	513	52	40	4
KING	25,394	100	20,874	83	3,399	13	1,121	4
KITSAP	2,914	132	2,194	99	578	26	142	6
PIERCE	6,020	88	4,920	72	981	14	119	2
SKAGIT	1,772	110	788	49	918	57	66	4
SNOHOMISH	3,650	122	2,370	79	682	23	598	20
SPOKANE	8,543	80	6,837	64	1,534	14	172	2
WALLA WALLA	932	107	490	57	431	50	11	1
WHATCOM	1,528	108	969	69	549	39	10	1
RRB-TRAVELERS	47,445	62	37,706	49	114	0*	9,625	13
AETNA	83,657	64	73,030	56	2,677	2	7,950	6
EQUITABLE	27,610	48	22,144	39	552	1	4,914	9
NATIONWIDE	72,177	50	53,228	37	233	0*	18,716	13
PRUDENTIAL	119,987	52	98,109	42	1,343	1	20,535	9
TRAVELERS (RRB EXCLUDED)	39,894	46	34,428	39	1,508	2	3,958	5
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TABLE 5 : NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	589,888	20	342,788	12	1,247	0*	245,853	8
BOSTON REGION	32,334	19	19,141	11	10	0*	13,183	8
CONNECTICUT-TRAVELERS	4,206	11	3,586	10	0	0	620	2
MASSACHUSETTS B/S	14,070	17	6,244	7	0	0	7,826	9
MASSACHUSETTS TRI-STATE	11,462	35	8,235	25	0	0	3,227	10
MAINE	6,149	44	4,700	34	0	0	1,449	10
NEW HAMPSHIRE	3,598	29	2,289	19	0	0	1,309	11
VERMONT	1,715	27	1,246	20	0	0	469	7
RHODE ISLAND B/S	2,596	14	1,076	6	10	0*	1,510	8
NEW YORK REGION	48,377	13	35,180	9	227	0*	12,970	3
NEW JERSEY-PRUDENTIAL	12,209	11	6,993	7	0	0	5,216	5
N.Y.-BINGHAMTON B/S	7,543	12	6,273	10	0	0	1,270	2
N.Y.-NEW YORK B/S	22,364	14	18,265	11	3	0*	4,096	2
NEW YORK-GROUP HEALTH	4,465	21	2,944	14	8	0*	1,513	7
PUERTO RICO B/S	1,796	10	705	4	216	1	875	5
PUERTO RICO	1,755	10	681	4	216	1	858	5
VIRGIN ISLANDS	41	113	24	66	0	0	17	47
PHILADELPHIA REGION	49,781	15	24,822	7	67	0*	24,892	8
MARYLAND B/S	9,905	31	3,634	11	0	0	6,271	20
PENNSYLVANIA B/S	36,205	16	18,280	8	6	0*	17,919	8
DELAWARE	1,311	18	450	6	0	0	861	12
DISTRICT OF COLUMBIA	6,850	20	4,231	12	1	0*	2,618	8
PENNSYLVANIA	28,044	15	13,599	7	5	0*	14,440	8
PENNSYLVANIA-LAB.	0	0	0	0	0	0	0	0
VIRGINIA-TRAVELERS	2,327	5	1,632	3	25	0*	670	1
WEST VIRGINIA-NATIONWIDE	1,344	7	1,276	6	36	0*	32	0*
ATLANTA REGION	119,221	21	53,478	10	39	0*	65,704	12
ALABAMA B/S	8,720	18	8,284	17	5	0*	431	1
FLORIDA B/S	47,615	20	16,188	7	0	0	31,427	13
GEORGIA-PRUDENTIAL	10,291	20	2,910	6	3	0*	7,378	14
KENTUCKY B/S	9,089	24	4,141	11	12	0*	4,936	13
MISSISSIPPI-TRAVELERS	4,414	18	2,464	10	4	0*	1,946	8
NORTH CAROLINA-PRUDENTIAL	9,417	13	3,426	5	0	0	5,991	8
SOUTH CAROLINA B/S (NON-P&E)	8,461	30	3,511	13	0	0	4,950	18
SOUTH CAROLINA B/S (P & E)	5,197	116	2,356	53	0	0	2,841	63
TENNESSEE-EQUITABLE	16,017	35	10,198	22	15	0*	5,804	13

\* LESS THAN ONE PER THOUSAND



TABLE 5. NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	69,928	14	52,775	11	53	0*	17,100	4
ILLINOIS B/S (HCSC)	8,553	9	7,551	8	3	0*	999	1
INDIANA B/S	12,246	23	9,455	18	0	0	2,791	5
MICHIGAN B/S	22,113	18	20,278	17	0	0	1,835	2
MINNESOTA B/S	2,970	19	2,473	16	0	0	497	3
MINNESOTA-TRAVELERS	2,137	13	1,920	12	0	0	217	1
OHIO-NATIONWIDE	6,492	5	6,038	5	46	0*	408	0*
WISCONSIN B/S	15,417	27	5,060	9	4	0*	10,353	18
DALLAS REGION	91,824	35	48,091	18	37	0*	43,696	17
ARKANSAS B/S	3,463	11	2,141	7	9	0*	1,313	4
LA.-ARK. B/S	7,622	18	4,435	10	0	0	3,187	7
NEW MEXICO-AETNA	2,712	25	1,866	17	3	0*	843	8
OKLAHOMA-AETNA	4,338	14	3,327	11	4	0*	1,007	3
TEXAS B/S	73,689	50	36,322	24	21	0*	37,346	25
KANSAS CITY REGION	29,804	21	14,506	10	0	0	15,298	11
IOWA B/S	13,444	27	7,400	15	0	0	6,044	12
IOWA	8,239	24	4,216	12	0	0	4,023	12
NEBRASKA	5,205	33	3,184	20	0	0	2,021	13
KANSAS B/S	8,261	36	2,290	10	0	0	5,971	26
MISSOURI B/S	4,391	21	2,371	11	0	0	2,020	10
MISSOURI-GENERAL AMERICAN	3,708	8	2,445	5	0	0	1,263	3
DENVER REGION	22,239	34	15,216	23	7	0*	7,016	11
COLORADO B/S	8,925	32	4,651	17	0	0	4,274	15
MONTANA B/S	1,958	25	1,120	14	5	0*	833	11
NORTH DAKOTA B/S	3,183	20	2,459	15	0	0	724	4
NORTH DAKOTA	1,685	21	1,213	15	0	0	472	6
SOUTH DAKOTA	1,498	19	1,246	15	0	0	252	3
UTAH B/S	7,215	67	6,068	56	0	0	1,147	11
WYOMING-EQUITABLE	958	31	918	29	2	0*	38	1
SAN FRANCISCO REGION	76,806	21	41,141	11	159	0*	35,506	10
ARIZONA-NEVADA-AETNA	6,800	14	5,915	12	98	0*	787	2
ARIZONA	5,612	14	5,256	13	98	0*	258	1
NEVADA	1,188	14	659	8	0	0	529	6
CALIFORNIA B/S	18,378	13	8,459	6	2	0*	9,917	7
CALIF.-OCCIDENTAL (NON-P&E)	46,613	29	23,563	15	41	0*	23,009	14
CALIF.-OCCIDENTAL (P & E)	3,466	158	2,034	93	3	0*	1,429	65
HAWAII-AETNA	1,549	18	1,170	14	15	0*	364	4

\* LESS THAN ONE PER THOUSAND

TABLE 5 : NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: APRIL, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	23,588	25	21,252	23	648	1	1,688	2
ALASKA-OREGON-AETNA								
ALASKA	9,139	30	9,038	30	0	0	101	0*
OREGON	395	38	388	38	0	0	7	1
IDAHO-EQUITABLE	8,744	30	8,650	30	0	0	94	0*
WASHINGTON B/S	3,075	36	2,917	34	0	0	158	2
CLALLAM	11,374	21	9,297	17	648	1	1,429	3
COWLITZ	272	35	233	30	32	4	7	1
GRAYS HARBOR	3	0*	0	0	1	0*	2	0*
KING	139	14	137	14	0	0	2	0*
KITSAP	3,878	15	2,732	11	84	0*	1,062	4
PIERCE	1,396	63	1,338	60	5	0*	53	2
SKAGIT	1,094	16	1,088	16	0	0	6	0*
SNOHOMISH	647	40	531	33	5	0*	111	7
SPOKANE	978	33	882	29	0	0	96	3
WALLA WALLA	2,081	19	1,532	14	487	5	62	1
WHATCOM	253	29	219	25	31	4	3	0*
	633	45	605	43	3	0*	25	2
RRB-TRAVELERS	25,986	34	17,186	23	0	0	8,800	12
AETNA	24,538	19	21,316	16				
EQUITABLE	20,050	35	14,033	24	120	0*	3,102	2
NATIONWIDE	7,836	5	7,314	5	17	0*	6,000	10
PRUDENTIAL	31,917	14	13,329	6	82	0*	440	0*
TRAVELERS (RRB EXCLUDED)	8,878	10	6,016	7	3	0*	18,585	8
					29	0*	2,833	3

\* LESS THAN ONE PER THOUSAND  
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TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: APRIL, 1987

CARRIER	NUMBER TRANSFERRED 2,892,130	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER 2,672,287	PERCENT OF TOTAL TRANSFERRED 92.4
TOTAL			
BOSTON REGION	268,518	242,499	90.3
CONNECTICUT-TRAVELERS			
MASSACHUSETTS B/S	16,656	16,656	100.0
MASSACHUSETTS	173,026	173,026	100.0
TRI-STATE	52,817	52,817	100.0
MAINE	25,477	25,477	100.0
NEW HAMPSHIRE	14,878	14,878	100.0
VERMONT	12,462	12,462	100.0
RHODE ISLAND B/S	26,019	0	0.0
NEW YORK REGION	114,414	114,414	100.0
NEW JERSEY-PRUDENTIAL			
N.Y.-BINGHAMTON B/S	114,414	114,414	100.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	0	0	0.0
PUERTO RICO	0	0	0.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	138,923	138,923	100.0
MARYLAND B/S	33,829	33,829	100.0
PENNSYLVANIA B/S	26,836	26,836	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	26,836	26,836	100.0
PENNSYLVANIA	0	0	0.0
PENNSYLVANIA-LAB.	0	0	0.0
VIRGINIA-TRAVELERS	78,258	78,258	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	671,174	643,137	95.8
ALABAMA B/S	58,750	58,750	100.0
FLORIDA B/S	201,385	201,385	100.0
GEORGIA-PRUDENTIAL	106,364	106,364	100.0
KENTUCKY B/S	36,837	8,800	23.9
MISSISSIPPI-TRAVELERS	66,775	66,775	100.0
NORTH CAROLINA-PRUDENTIAL	57,207	57,207	100.0
SOUTH CAROLINA B/S (NON-P&E)	72,382	72,382	100.0
SOUTH CAROLINA B/S (P & E)	582	582	100.0
TENNESSEE-EQUITABLE	70,892	70,892	100.0

TABLE 6 : SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: APRIL, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	338,078	338,078	100.0
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	57,068	57,068	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	26,929	26,929	100.0
MINNESOTA-TRAVELERS	30,306	30,306	100.0
OHIO-NATIONWIDE	139,961	139,961	100.0
WISCONSIN B/S	83,814	83,814	100.0
DALLAS REGION	484,954	484,954	100.0
ARKANSAS B/S	51,854	51,854	100.0
LA.-ARK. B/S	107,638	107,638	100.0
NEW MEXICO-AETNA	29,507	29,507	100.0
OKLAHOMA-AETNA	71,177	71,177	100.0
TEXAS B/S	224,778	224,778	100.0
KANSAS CITY REGION	93,202	93,202	100.0
IOWA B/S	23,392	23,392	100.0
IOWA	11,558	11,558	100.0
NEBRASKA	11,834	11,834	100.0
KANSAS B/S	9,116	9,116	100.0
MISSOURI B/S	10,788	10,788	100.0
MISSOURI-GENERAL AMERICAN	49,906	49,906	100.0
DENVER REGION	61,491	54,196	88.1
COLORADO B/S	33,961	33,961	100.0
MONTANA B/S	8,126	8,126	100.0
NORTH DAKOTA B/S	11,091	11,091	100.0
NORTH DAKOTA	3,189	3,189	100.0
SOUTH DAKOTA	7,902	7,902	100.0
UTAH B/S	8,313	1,018	12.2
WYOMING-EQUITABLE	0	0	0.0
SAN FRANCISCO REGION	668,613	510,121	76.3
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	383,205	383,205	100.0
CALIF.-OCCIDENTAL (NON-P&E)	272,282	117,732	43.2
CALIF.-OCCIDENTAL (P & E)	4,016	74	1.8
HAWAII-AETNA	9,110	9,110	100.0



TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: APRIL, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	51,422	51,422	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUITABLE	6,746	6,746	100.0
WASHINGTON B/S	44,676	44,676	100.0
CLALLAM	437	437	100.0
COWLITZ	819	819	100.0
GRAYS HARBOR	836	836	100.0
KING	21,870	21,870	100.0
KITSAP	1,575	1,575	100.0
PIERCE	6,540	6,540	100.0
SKAGIT	1,041	1,041	100.0
SNOHOMISH	2,594	2,594	100.0
SPOKANE	7,347	7,347	100.0
WALLA WALLA	544	544	100.0
WHATCOM	1,073	1,073	100.0
RRB-TRAVELERS	1,341	1,341	100.0
AETNA	109,794	109,794	100.0
EQUITABLE	77,638	77,638	100.0
NATIONWIDE	139,961	139,961	100.0
PRUDENTIAL	277,985	277,985	100.0
TRAVELERS (RRB EXCLUDED)	175,339	175,339	100.0

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	4,803,611	90.0	98.2	99.7	4,584,402	95.4	92.9	
ILLINOIS B/S (HCSC)	1,036,951	97.2	99.9	100.0	1,019,472	98.3	98.4	
INDIANA B/S	501,650	97.0	99.2	99.9	471,440	94.0	100.0	
MICHIGAN B/S	1,081,719	98.6	99.8	99.9	1,060,697	98.1	99.2	
MINNESOTA B/S	160,649	97.8	99.7	100.0	155,303	96.7	99.3	
MINNESOTA-TRAVELERS	188,690	93.2	98.9	99.9	179,957	95.4	96.3	
OHIO-NATIONWIDE	1,119,013	90.8	98.1	99.9	1,009,172	90.2	98.9	
WISCONSIN B/S	714,939	57.9	92.4	98.3	688,361	96.3	59.1	
DALLAS REGION	2,707,824	96.6	99.2	99.9	2,536,080	93.7	99.3	
ARKANSAS B/S	258,923	96.8	99.1	99.9	246,822	95.3	99.1	
LA.-ARK. B/S	388,204	94.0	98.4	99.8	361,913	93.2	98.9	
NEW MEXICO-AETNA	143,153	95.0	98.6	99.7	134,203	93.7	97.9	
OKLAHOMA-AETNA	360,979	96.9	99.1	99.8	345,886	95.8	98.6	
TEXAS B/S	1,556,565	97.2	99.5	99.9	1,447,256	93.0	99.7	
KANSAS CITY REGION	1,407,016	92.1	98.4	99.6	1,304,478	92.7	96.2	
IOWA B/S	447,742	93.1	99.0	99.8	425,882	95.1	95.9	
IOWA	308,175	93.8	99.1	99.8	294,514	95.6	96.4	
NEBRASKA	139,567	91.3	98.8	99.8	131,368	94.1	94.9	
KANSAS B/S	219,049	97.1	99.1	99.8	207,296	94.6	98.7	
MISSOURI B/S	244,822	93.2	98.3	99.4	220,377	90.0	96.9	
MISSOURI-GENERAL AMERICAN	495,403	88.5	97.5	99.4	450,923	91.0	95.0	
DENVER REGION	673,161	91.9	98.5	99.4	555,125	82.5	98.0	
COLORADO B/S	276,572	94.5	99.2	100.0	255,094	92.2	98.3	
MONTANA B/S	98,692	80.6	96.5	98.7	76,504	77.5	95.9	
NORTH DAKOTA B/S	153,670	95.5	99.5	100.0	130,738	85.1	98.6	
NORTH DAKOTA	77,811	94.8	99.6	100.0	66,483	85.4	98.3	
SOUTH DAKOTA	75,859	96.1	99.5	100.0	64,255	84.7	98.9	
UTAH B/S	112,049	90.9	97.2	98.3	65,240	58.2	98.6	
WYOMING-EQUITABLE	32,178	91.5	97.1	98.7	27,549	85.6	96.3	
SAN FRANCISCO REGION	3,524,088	94.7	99.0	99.8	3,271,773	92.8	98.7	
ARIZONA-NEVADA-AETNA	430,718	93.6	98.4	99.8	386,991	89.8	97.3	
ARIZONA	359,541	93.6	98.5	99.8	321,294	89.4	97.3	
NEVADA	71,177	93.6	98.0	99.8	65,697	92.3	97.4	
CALIFORNIA B/S	1,401,008	92.5	99.0	99.8	1,270,242	90.7	98.9	
CALIF.-OCCIDENTAL (NON-P&E)	1,586,059	97.1	99.3	99.8	1,518,527	95.7	99.0	
CALIF.-OCCIDENTAL (P & E)	19,547	89.7	98.6	99.6	17,139	87.7	97.1	
HAWAII-AETNA	86,756	94.6	98.1	99.6	78,874	90.9	98.0	

TABLE 7 : PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	974,174	93.9	98.6	99.4	892,606	91.6	97.2
ALASKA-OREGON-AETNA	346,487	94.4	99.6	100.0	334,278	96.5	96.4
ALASKA	11,042	95.8	98.9	100.0	10,302	93.3	98.6
OREGON	335,445	94.4	99.7	100.0	323,976	96.6	96.3
IDAHO-EQUITABLE	83,528	97.6	99.5	99.7	78,506	94.0	99.3
WASHINGTON B/S	544,159	93.0	97.8	99.0	479,822	88.2	97.5
RRB-TRAVELERS	687,602	96.6	99.5	100.0	665,174	96.7	97.8
AETNA	1,368,093	94.9	98.9	99.8	1,280,232	93.6	97.5
EQUITABLE	538,314	96.2	98.8	99.5	498,145	92.5	99.3
NATIONWIDE	1,295,161	91.0	98.1	99.9	1,170,357	90.4	98.9
PRUDENTIAL	2,365,880	94.9	98.6	99.5	2,197,169	92.9	97.2
TRAVELERS (RRB EXCLUDED)	928,608	94.7	98.9	99.8	896,687	96.6	96.6

TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	21,523,328	93.6	98.3	99.5	20,218,588	93.9	96.8	
BOSTON REGION	1,519,614	89.8	97.0	98.7	1,420,542	93.5	93.6	
CONNECTICUT-TRAVELERS	267,865	83.2	94.4	97.4	258,944	96.7	85.2	
MASSACHUSETTS B/S	846,146	91.8	97.7	99.0	788,170	93.1	95.5	
MARYLAND B/S	225,417	91.7	98.1	99.2	211,151	93.7	95.8	
TRI-STATE	105,237	91.9	97.9	99.1	98,307	93.4	96.1	
MAINE	70,803	90.1	98.2	99.2	66,544	94.0	94.2	
NEW HAMPSHIRE	49,377	93.4	98.4	99.3	46,300	93.8	97.5	
VERMONT	180,186	87.7	95.9	99.2	162,277	90.1	95.1	
RHODE ISLAND B/S								
NEW YORK REGION	2,631,816	94.5	97.9	99.0	2,504,053	95.1	97.0	
NEW JERSEY-PRUDENTIAL	682,879	94.2	98.7	99.4	654,539	95.8	95.5	
N.Y.-BINGHAMTON B/S	485,734	95.1	98.3	99.4	462,549	95.2	97.4	
N.Y.-NEW YORK B/S	1,313,659	94.4	97.2	98.6	1,240,898	94.5	97.8	
NEW YORK-GROUP HEALTH	149,544	94.0	99.1	99.7	146,067	97.7	95.6	
PHILADELPHIA REGION	3,214,929	90.8	96.8	99.1	2,984,411	92.8	95.1	
MARYLAND B/S	338,106	83.0	95.8	98.9	268,017	79.3	93.1	
PENNSYLVANIA B/S	2,397,032	91.1	96.6	98.9	2,255,679	94.1	94.9	
DELAWARE	59,211	91.1	98.0	99.6	53,940	91.1	95.7	
DISTRICT OF COLUMBIA	291,088	92.3	97.9	99.4	276,244	94.9	95.0	
PENNSYLVANIA	1,969,845	90.8	96.3	98.8	1,853,910	94.1	94.7	
PENNSYLVANIA-LAB.	76,888	95.1	98.5	99.4	71,585	93.1	97.5	
VIRGINIA-TRAVELERS	343,599	95.6	99.1	99.8	334,330	97.3	96.7	
WEST VIRGINIA-NATIONWIDE	136,192	92.6	98.0	99.9	126,385	92.8	98.5	
ATLANTA REGION	3,985,440	95.3	98.6	99.7	3,698,377	92.8	98.9	
ALABAMA B/S	384,348	98.0	99.8	100.0	364,279	94.8	99.4	
FLORIDA B/S	1,626,959	94.2	97.9	99.5	1,503,975	92.4	99.5	
GEORGIA-PRUDENTIAL	432,814	96.7	99.0	99.8	421,448	97.4	98.2	
KENTUCKY B/S	254,948	93.1	98.9	99.9	223,127	87.5	99.1	
MISSISSIPPI-TRAVELERS	215,494	95.5	98.9	99.9	209,339	97.1	96.9	
NORTH CAROLINA-PRUDENTIAL	539,917	96.0	98.9	99.7	469,690	87.0	98.8	
SOUTH CAROLINA B/S (NON-P&E)	202,254	94.2	98.6	99.7	199,086	98.4	95.7	
SOUTH CAROLINA B/S (P & E)	29,261	92.8	99.3	99.8	27,502	94.0	98.2	
TENNESSEE-EQUITABLE	299,445	96.7	99.0	99.5	279,931	93.5	99.5	



TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS			OF TOTAL	IN 30 DAYS	
CHICAGO REGION	3,323,083	92.1	98.6	99.7	3,211,103	96.6	94.1	
ILLINOIS B/S (HCSC)	674,346	97.9	99.9	100.0	670,850	99.5	98.3	
INDIANA B/S	303,578	97.4	99.1	99.9	287,994	94.9	100.0	
MICHIGAN B/S	976,612	98.7	99.8	99.9	959,095	98.2	99.3	
MINNESOTA B/S	79,226	98.4	99.8	100.0	77,183	97.4	99.4	
MINNESOTA-TRAVELERS	127,598	93.5	99.0	99.9	122,379	95.9	96.1	
OHIO-NATIONWIDE	735,399	92.9	98.6	99.9	681,276	92.6	98.7	
WISCONSIN B/S	426,324	61.1	93.0	98.3	412,326	96.7	62.2	
DALLAS REGION	1,890,171	97.3	99.4	99.9	1,792,031	94.8	99.3	
ARKANSAS B/S	204,164	96.9	99.2	99.9	195,254	93.6	99.1	
LA.-ARK. B/S	275,649	95.5	99.0	99.9	262,146	95.1	99.0	
NEW MEXICO-AETNA	100,792	94.7	98.5	99.7	94,540	93.8	97.6	
OKLAHOMA-AETNA	226,884	97.1	99.3	99.9	218,771	96.4	98.4	
TEXAS B/S	1,082,682	98.0	99.7	99.9	1,021,320	94.3	99.7	
KANSAS CITY REGION	935,663	91.9	98.3	99.6	874,658	93.5	95.7	
IOWA B/S	263,283	92.6	99.1	99.8	252,892	96.1	94.9	
IOWA	183,920	93.3	99.1	99.8	177,214	96.4	95.4	
NEBRASKA	79,363	91.0	98.9	99.8	75,678	95.4	93.7	
KANSAS B/S	169,235	97.1	99.1	99.8	162,382	96.0	98.6	
MISSOURI B/S	189,464	93.0	98.3	99.4	172,329	91.0	96.5	
MISSOURI-GENERAL AMERICAN	313,681	87.7	97.3	99.4	287,055	91.5	94.3	
DENVER REGION	398,670	92.9	98.6	99.5	333,965	83.8	98.1	
COLORADO B/S	177,938	95.2	99.4	100.0	165,800	93.2	98.4	
MONTANA B/S	48,327	80.7	96.3	98.6	37,126	76.8	96.2	
NORTH DAKOTA B/S	80,183	85.9	99.6	100.0	71,592	89.3	98.2	
NORTH DAKOTA	42,910	95.1	99.7	100.0	38,163	88.9	97.8	
SOUTH DAKOTA	37,273	96.8	99.6	100.0	33,429	89.7	98.7	
UTAH B/S	76,728	92.1	97.5	98.4	45,948	59.9	98.4	
WYOMING-EQUITABLE	15,494	91.8	97.1	98.9	13,499	87.1	96.4	
SAN FRANCISCO REGION	2,646,086	95.5	99.2	99.8	2,479,558	93.7	98.8	
ARIZONA-NEVADA-AETNA	272,337	94.7	98.7	99.8	248,731	91.3	97.5	
ARIZONA	212,574	94.8	98.9	99.8	193,236	90.9	97.4	
NEVADA	59,763	94.4	98.2	99.8	55,495	92.9	97.8	
CALIFORNIA B/S	1,004,083	93.2	99.0	99.7	916,398	91.3	98.9	
CALIF.-OCCIDENTAL (NON-P&E)	1,286,330	97.5	99.4	99.8	1,238,791	96.3	99.0	
CALIF.-OCCIDENTAL (P & E)	19,044	90.2	98.9	99.7	16,773	88.1	97.1	
HAWAII-AETNA	64,302	95.0	98.3	99.7	58,865	91.5	97.8	

TABLE 8.: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS			OF TOTAL	IN 30 DAYS
SEATTLE REGION	540,509	94.1	98.6	99.4	494,667	91.5	97.2
ALASKA-OREGON-AETNA	194,435	94.9	99.7	100.0	188,275	96.8	96.4
ALASKA	8,365	95.9	99.0	100.0	7,807	93.3	98.5
OREGON	186,070	94.9	99.7	100.0	180,468	97.0	96.3
IDAHO-EQUITABLE	31,196	97.3	99.5	99.8	29,553	94.7	99.0
WASHINGTON B/S	314,878	93.2	97.8	98.9	276,839	87.9	97.5
RRB-TRAVELERS	437,337	96.7	99.7	100.0	425,223	97.2	97.5
AETNA	858,750	95.4	99.1	99.8	809,182	94.2	97.5
EQUITABLE	346,135	96.6	99.0	99.5	322,983	93.3	99.3
NATIONWIDE	871,591	92.9	98.5	99.9	807,661	92.7	98.6
PRUDENTIAL	1,655,610	95.4	98.9	99.6	1,545,677	93.4	97.2
TRAVELERS (RRB EXCLUDED)	686,691	95.2	99.0	99.8	666,048	97.0	96.7

TABLE 9 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	16,708,861	93.8	98.4	99.5	15,755,601	94.3	96.7	
BOSTON REGION	1,216,166	90.1	97.0	98.7	1,140,180	93.8	93.8	
CONNECTICUT-TRAVELERS	190,016	83.4	94.8	97.6	184,597	97.1	85.1	
MASSACHUSETTS B/S	680,331	91.7	97.6	98.9	635,892	93.5	95.2	
MASSACHUSETTS	196,378	93.2	98.3	99.3	185,722	94.6	96.6	
TRI-STATE	92,513	93.1	98.3	99.2	87,522	94.6	96.3	
MAINE	58,189	92.7	98.2	99.2	55,041	94.6	96.3	
NEW HAMPSHIRE	45,676	94.3	98.5	99.4	43,159	94.5	97.6	
VERMONT	149,441	87.1	95.3	99.0	133,969	89.6	95.1	
RHODE ISLAND 8/S								
NEW YORK REGION	1,953,014	94.4	98.0	99.1	1,864,046	95.4	96.9	
NEW JERSEY-PRUDENTIAL	418,620	93.2	98.7	99.4	401,339	95.9	95.0	
N.Y.-BINGHAMTON B/S	402,504	95.7	98.7	99.5	385,991	95.9	97.3	
N.Y.-NEW YORK B/S	1,004,854	94.5	97.2	98.7	952,238	94.8	97.7	
NEW YORK-GROUP HEALTH	127,036	94.0	99.1	99.7	124,478	98.0	95.3	
PHILADELPHIA REGION	2,526,949	91.4	97.1	99.2	2,362,803	93.5	95.1	
MARYLAND B/S	248,351	89.1	97.4	99.3	209,005	84.2	94.0	
PENNSYLVANIA B/S	1,848,656	90.8	96.6	99.1	1,739,387	94.1	94.7	
DELAWARE	42,940	89.6	97.9	99.7	38,513	89.7	95.2	
DISTRICT OF COLUMBIA	209,118	90.9	97.6	99.3	198,722	95.0	93.8	
PENNSYLVANIA	1,596,598	90.8	96.4	99.0	1,502,152	94.1	94.8	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	310,619	96.0	99.2	99.8	303,082	97.6	97.0	
WEST VIRGINIA-NATIONWIDE	119,323	92.9	98.1	99.9	111,329	93.3	98.4	
ATLANTA REGION	3,048,195	95.3	98.7	99.7	2,834,452	93.0	98.8	
ALABAMA B/S	326,782	98.1	99.8	100.0	311,797	95.4	99.3	
FLORIDA B/S	1,276,162	94.7	98.3	99.6	1,183,809	92.8	99.6	
GEORGIA-PRUDENTIAL	327,813	96.5	98.9	99.8	318,687	97.2	98.1	
KENTUCKY B/S	189,600	93.0	99.1	99.9	165,473	87.3	99.2	
MISSISSIPPI-TRAVELERS	178,536	95.6	98.9	99.9	174,397	97.7	96.6	
NORTH CAROLINA-PRUDENTIAL	336,055	94.8	98.6	99.6	284,740	84.7	98.4	
SOUTH CAROLINA B/S (NON-P&E)	183,951	94.2	98.5	99.7	181,076	98.4	95.7	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	229,296	96.5	99.0	99.5	214,473	93.5	99.4	



TABLE 9.: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	2,612,149	91.9	98.6	99.7	2,531,647	96.9	93.8	
ILLINOIS B/S (HCSC)	506,520							
INDIANA B/S	239,188	97.9	100.0	100.0	504,261	99.6	98.2	
MICHIGAN B/S	755,579	98.4	99.4	99.9	230,507	96.4	100.0	
MINNESOTA B/S	67,108	98.8	99.9	100.0	745,014	98.6	99.3	
MINNESOTA-TRAVELERS	97,450	98.6	99.8	100.0	65,839	98.1	99.4	
OHIO-NATIONWIDE	587,678	94.6	99.3	99.9	94,390	96.9	96.4	
WISCONSIN B/S	358,626	92.7	98.5	99.9	544,848	92.7	98.5	
		60.9	92.9	98.3	346,788	96.7	62.2	
DALLAS REGION	1,511,270	97.7	99.5	99.9	1,442,510	95.5	99.3	
ARKANSAS B/S	178,181							
LA.-ARK. B/S	238,063	97.3	99.3	99.9	172,031	96.5	99.1	
NEW MEXICO-AETNA	78,310	95.8	99.1	99.9	227,365	95.5	99.0	
OKLAHOMA-AETNA	177,121	96.0	99.0	99.8	74,280	94.9	98.2	
TEXAS B/S	839,595	97.8	99.5	99.9	171,605	96.9	98.8	
		98.4	99.7	99.9	797,229	95.0	99.7	
KANSAS CITY REGION	783,683	92.9	98.6	99.7	735,160	93.8	96.5	
IOWA B/S	216,204							
IOWA	148,186	94.5	99.5	99.9	209,537	96.9	96.1	
NEBRASKA	68,018	95.2	99.5	99.9	144,246	97.3	96.5	
KANSAS B/S	153,745	93.0	99.3	99.9	65,291	96.0	95.2	
MISSOURI B/S	155,138	97.2	99.1	99.8	147,765	96.1	98.6	
MISSOURI-GENERAL AMERICAN	258,596	93.4	98.5	99.5	141,398	91.1	96.4	
		88.7	97.6	99.5	236,460	91.4	95.6	
DENVER REGION	296,824	92.7	98.6	99.5	246,344	83.0	97.9	
COLORADO B/S	127,564							
MONTANA B/S	39,617	95.4	99.4	100.0	119,283	93.5	98.2	
NORTH DAKOTA B/S	58,163	79.9	96.3	98.5	30,324	76.5	95.9	
NORTH DAKOTA	33,827	95.7	99.6	100.0	51,054	87.8	98.2	
SOUTH DAKOTA	24,336	95.1	99.7	100.0	29,624	87.6	98.0	
UTAH B/S	59,566	96.5	99.6	100.0	21,430	88.1	98.5	
WYOMING-EQUITABLE	11,914	93.0	97.9	98.7	35,415	59.5	98.9	
		91.0	96.9	98.8	10,268	86.2	95.8	
SAN FRANCISCO REGION	2,017,419	95.5	99.2	99.8	1,893,632	93.9	98.8	
ARIZONA-NEVADA-AETNA	214,800							
ARIZONA	168,424	94.4	98.8	99.8	195,412	91.0	97.4	
NEVADA	46,376	94.4	98.8	99.8	152,329	90.4	97.3	
CALIFORNIA B/S	789,687	94.6	98.6	99.9	43,083	92.9	97.7	
CALIF.-OCCIDENTAL (NON-P&E)	959,015	93.0	99.0	99.7	719,486	91.1	98.9	
CALIF.-OCCIDENTAL (P & E)	0	97.8	99.5	99.9	929,162	96.9	99.1	
HAWAII-AETNA	53,917	0.0	0.0	0.0	0	0.0	0.0	
		95.3	98.4	99.7	49,572	91.9	97.8	



TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	398,599	94.5	98.9	99.5	369,350	92.7	97.2	
ALASKA-OREGON-AETNA	146,110	94.4	99.7	100.0	141,298	96.7	96.0	
ALASKA	7,232	95.9	99.1	100.0	6,741	93.2	98.5	
OREGON	138,878	94.3	99.7	100.0	134,557	96.9	95.9	
IDAHO-EQUITABLE	24,887	97.4	99.5	99.8	23,506	94.5	99.0	
WASHINGTON B/S	227,602	94.3	98.3	99.2	204,546	89.9	97.9	
RRB-TRAVELERS	344,593	96.7	99.8	100.0	335,477	97.4	97.4	
AETNA	670,258	95.6	99.2	99.9	632,167	94.3	97.6	
EQUITABLE	266,097	96.4	99.0	99.5	248,247	93.3	99.2	
NATIONWIDE	707,001	92.7	98.4	99.9	656,177	92.8	98.5	
PRUDENTIAL	1,082,488	94.7	98.7	99.6	1,004,766	92.8	97.0	
TRAVELERS (RRB EXCLUDED)	586,605	95.7	99.1	99.8	571,869	97.5	96.8	

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	4,814,467	93.1	98.0	99.3	4,462,987	92.7	96.9	
BOSTON REGION	303,448	88.7	96.8	98.7	280,362	92.4	93.2	
CONNECTICUT-TRAVELERS	77,849	82.7	93.4	96.8	74,347	95.5	85.6	
MASSACHUSETTS B/S	165,815	92.5	98.2	99.4	152,278	91.8	97.0	
MASSACHUSETTS TRI-STATE	29,039	81.0	96.6	98.6	25,429	87.6	89.9	
MAINE	12,724	83.2	95.1	98.1	10,785	84.8	94.3	
NEW HAMPSHIRE	12,614	78.4	97.8	99.2	11,503	91.2	84.3	
VERMONT	3,701	82.5	97.2	98.4	3,141	84.9	95.0	
RHODE ISLAND B/S	30,745	90.7	98.4	99.8	28,308	92.1	95.3	
NEW YORK REGION	678,802	94.6	97.7	99.0	640,007	94.3	97.4	
NEW JERSEY-PRUDENTIAL	264,259	95.7	98.7	99.5	253,200	95.8	96.3	
N.Y.-BINGHAMTON B/S	83,230	92.5	96.4	99.2	76,558	92.0	97.9	
N.Y.-NEW YORK B/S	308,805	94.1	97.1	98.4	288,660	93.5	98.2	
NEW YORK-GROUP HEALTH	22,508	94.1	99.2	99.7	21,589	95.9	97.6	
PHILADELPHIA REGION	687,980	88.7	96.0	98.5	621,608	90.4	94.9	
MARYLAND B/S	89,755	65.9	91.3	97.9	59,012	65.7	89.9	
PENNSYLVANIA B/S	548,376	92.3	96.6	98.5	516,292	94.1	95.4	
DELAWARE	16,271	95.2	98.4	99.4	15,427	94.8	97.1	
DISTRICT OF COLUMBIA	81,970	96.0	98.9	99.7	77,522	94.6	98.0	
PENNSYLVANIA	373,247	90.7	95.6	98.0	351,758	94.2	94.4	
PENNSYLVANIA-LAB.	76,888	95.1	98.5	99.4	71,585	93.1	97.5	
VIRGINIA-TRAVELERS	32,980	91.4	97.9	99.4	31,248	94.7	94.3	
WEST VIRGINIA-NATIONWIDE	16,869	90.4	97.3	99.7	15,056	89.3	98.8	
ATLANTA REGION	937,245	95.0	98.3	99.5	863,925	92.2	99.0	
ALABAMA B/S	57,566	97.9	99.8	100.0	52,482	91.2	99.7	
FLORIDA B/S	350,797	92.2	96.5	99.0	320,166	91.3	99.0	
GEORGIA-PRUDENTIAL	105,001	97.3	99.3	99.8	102,761	97.9	98.2	
KENTUCKY B/S	65,348	93.5	98.6	99.9	57,654	88.2	99.0	
MISSISSIPPI-TRAVELERS	36,958	95.2	98.8	99.9	34,942	94.5	98.6	
NORTH CAROLINA-PRUDENTIAL	203,862	98.0	99.5	99.9	184,950	90.7	99.5	
SOUTH CAROLINA B/S (NON-P&E)	18,303	94.8	99.0	99.8	18,010	98.4	96.3	
SOUTH CAROLINA B/S (P & E)	29,261	92.8	99.3	99.8	27,502	94.0	98.2	
TENNESSEE-EQUITABLE	70,149	97.4	99.1	99.5	65,458	93.3	99.8	

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS			OF TOTAL	IN 30 DAYS	
CHICAGO REGION	710,934	93.0	98.7	99.7	679,456	95.6	95.3	
ILLINOIS B/S (HCSC)	167,826	97.9	99.9	100.0	166,589	99.3	98.4	
INDIANA B/S	64,390	93.7	98.0	99.9	57,487	89.3	99.9	
MICHIGAN B/S	221,033	98.3	99.7	99.9	214,081	96.9	99.1	
MINNESOTA B/S	12,118	97.5	99.8	100.0	11,344	93.6	99.6	
MINNESOTA-TRAVELERS	30,148	89.6	98.2	99.8	27,989	92.8	95.0	
OHIO-NATIONWIDE	147,721	93.8	98.7	99.8	136,428	92.4	99.2	
WISCONSIN B/S	67,698	61.8	93.3	98.4	65,538	96.8	62.3	
DALLAS REGION	378,901	95.6	99.1	99.9	349,521	92.2	99.0	
ARKANSAS B/S	25,983	94.2	98.7	99.9	23,223	89.4	99.2	
LA.-ARK. B/S	37,586	93.5	98.3	99.8	34,781	92.5	99.2	
NEW MEXICO-AETNA	22,482	90.2	96.9	99.6	20,260	90.1	95.6	
OKLAHOMA-AETNA	49,763	94.6	98.6	99.8	47,166	94.8	97.0	
TEXAS B/S	243,087	96.8	99.6	99.9	224,091	92.2	99.7	
KANSAS CITY REGION	151,980	86.6	96.7	99.3	139,498	91.8	91.3	
IOWA B/S	47,079	83.8	97.1	99.4	43,355	92.1	88.9	
IOWA	35,734	85.3	97.4	99.5	32,968	92.3	90.2	
NEBRASKA	11,345	79.0	96.2	99.3	10,387	91.6	84.7	
KANSAS B/S	15,490	96.7	98.9	99.8	14,617	94.4	98.8	
MISSOURI B/S	34,326	91.5	97.1	99.0	30,931	90.1	96.6	
MISSOURI-GENERAL AMERICAN	55,044	83.1	95.5	99.1	50,595	91.8	87.9	
DENVER REGION	101,846	93.3	98.5	99.4	87,621	86.0	98.5	
COLORADO B/S	50,374	94.9	99.3	100.0	46,517	92.3	99.1	
MONTANA B/S	8,710	84.7	96.1	98.9	6,802	78.1	97.6	
NORTH DAKOTA B/S	22,020	96.4	99.6	100.0	20,538	93.3	98.3	
NORTH DAKOTA	9,083	94.9	99.5	99.9	8,539	94.0	97.3	
SOUTH DAKOTA	12,937	97.5	99.7	100.0	11,999	92.7	99.0	
UTAH B/S	17,162	88.7	95.9	97.1	10,533	61.4	97.0	
WYOMING-EQUITABLE	3,580	94.4	98.0	99.3	3,231	90.3	98.4	
SAN FRANCISCO REGION	628,677	95.4	99.0	99.7	585,926	93.2	98.7	
ARIZONA-NEVADA-AETNA	57,537	95.6	98.4	99.8	53,319	92.7	98.0	
ARIZONA	44,150	96.1	98.9	99.8	40,907	92.7	98.0	
NEVADA	13,387	94.1	96.9	99.8	12,412	92.7	98.0	
CALIFORNIA B/S	214,396	94.1	99.0	99.7	196,912	91.8	98.9	
CALIF.-OCCIDENTAL (NON-P&E)	327,315	96.6	99.2	99.7	309,629	94.6	98.9	
CALIF.-OCCIDENTAL (P & E)	19,044	90.2	98.9	99.7	16,773	88.1	97.1	
HAWAII-AETNA	10,385	93.7	97.7	99.3	9,293	89.5	98.1	



TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	141,910	92.8	97.7	98.9	125,317	88.3	97.1
ALASKA-OREGON-AETNA	48,325	96.7	99.7	100.0	46,977	97.2	97.7
ALASKA	1,133	95.7	98.3	100.0	1,066	94.1	98.3
OREGON	47,192	96.7	99.8	100.0	45,911	97.3	97.7
IDAHO-EQUITABLE	6,309	97.0	99.5	99.7	6,047	95.8	99.0
WASHINGTON B/S	87,276	90.4	96.5	98.3	72,293	82.8	96.6
RRB-TRAVELERS	92,744	96.6	99.3	100.0	89,746	96.8	97.8
AETNA	188,492	94.9	98.6	99.8	177,015	93.9	97.4
EQUITABLE	80,038	97.2	99.1	99.5	74,736	93.4	99.6
NATIONWIDE	164,590	93.5	98.6	99.8	151,484	92.0	99.1
PRUDENTIAL	573,122	96.8	99.7	99.7	540,911	94.4	97.8
TRAVELERS (RRB EXCLUDED)	100,086	92.3	98.3	99.7	94,179	94.1	96.1



TABLE 1: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	1,343,786	88.7	96.2	98.6	1,207,517	89.9	94.7	
BOSTON REGION	59,226	81.2	93.7	97.3	50,646	85.5	90.1	
CONNECTICUT-TRAVELERS	16,405	72.9	88.0	94.2	14,363	87.6	81.7	
MASSACHUSETTS B/S	28,886	87.2	96.2	98.7	25,499	88.3	93.3	
MASSACHUSETTS TRI-STATE	11,120	77.8	95.2	97.6	9,004	81.0	93.3	
MAINE	5,814	78.7	95.1	97.4	4,770	82.0	93.8	
NEW HAMPSHIRE	3,036	77.6	94.9	97.7	2,450	80.7	92.4	
VERMONT	2,270	75.6	95.9	97.7	1,784	78.6	93.3	
RHODE ISLAND B/S	2,815	81.6	95.6	99.1	1,780	63.2	96.6	
NEW YORK REGION	165,231	91.0	95.7	98.0	152,390	92.2	96.0	
NEW JERSEY-PRUDENTIAL	36,520	95.4	99.0	99.6	35,467	97.1	96.1	
N.Y.-BINGHAMTON B/S	34,734	86.0	93.2	98.9	30,333	87.3	96.1	
N.Y.-NEW YORK B/S	84,990	90.6	94.9	96.8	77,750	91.5	95.8	
NEW YORK-GROUP HEALTH	8,987	96.3	99.3	99.8	8,840	98.4	97.5	
PHILADELPHIA REGION	242,549	87.4	93.8	97.1	226,359	93.3	92.1	
MARYLAND B/S	21,601	79.0	89.6	96.1	18,134	83.9	88.2	
PENNSYLVANIA B/S	192,150	88.2	93.8	96.9	181,919	94.7	92.2	
DELAWARE	5,546	90.8	96.8	98.5	5,284	95.3	93.7	
DISTRICT OF COLUMBIA	9,801	92.6	96.8	98.6	9,356	95.5	95.5	
PENNSYLVANIA	176,803	87.9	93.6	96.8	167,279	94.6	91.9	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	21,293	88.7	97.4	99.3	19,962	93.7	92.4	
WEST VIRGINIA-NATIONWIDE	7,505	85.7	95.6	99.4	6,344	84.5	98.6	
ATLANTA REGION	203,501	88.4	95.3	98.5	177,669	87.3	97.5	
ALABAMA B/S	13,315	96.2	99.7	99.9	10,738	80.6	99.2	
FLORIDA B/S	97,646	82.2	91.7	97.2	81,263	83.2	96.5	
GEORGIA-PRUDENTIAL	21,681	97.8	99.4	99.8	21,399	98.7	98.6	
KENTUCKY B/S	15,820	84.5	95.7	99.7	12,719	80.4	96.6	
MISSISSIPPI-TRAVLLERS	11,471	88.0	97.2	99.9	10,208	89.0	96.9	
NORTH CAROLINA-PRUDENTIAL	13,440	96.9	98.7	99.8	12,061	89.7	99.2	
SOUTH CAROLINA B/S (NON-P&E)	11,728	95.1	99.1	99.8	11,535	98.4	96.6	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	18,400	97.8	99.5	99.8	17,746	96.4	99.6	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	223,879	90.5	98.0	99.6	206,317	92.2	94.7	
ILLINOIS B/S (HCSC)	49,447				48,900	98.9	99.2	
INDIANA B/S	19,990	86.3	99.9	100.0	16,579	82.9	99.8	
MICHIGAN B/S	55,881	97.0	95.6	99.7	50,848	91.0	98.8	
MINNESOTA B/S	3,066	95.9	99.1	99.6	2,860	93.3	99.1	
MINNESOTA-TRAVELERS	14,718	86.2	99.5	100.0	13,659	92.8	91.1	
OHIO-NATIONWIDE	56,097	90.2	97.2	99.6	49,719	88.6	98.6	
WISCONSIN B/S	24,680	66.3	98.2	99.7	23,752	96.2	66.8	
DALLAS REGION	117,322	92.0	93.5	98.4				
ARKANSAS B/S			98.6	99.8	103,048	87.8	97.8	
LA.-ARK. B/S	13,085	92.2	98.3	100.0	11,348	86.7	98.7	
NEW MEXICO-AETNA	8,537	86.3	97.5	99.8	7,104	83.2	97.8	
OKLAHOMA-AETNA	11,379	84.6	95.2	99.4	9,851	86.6	92.9	
TEXAS B/S	12,730	89.0	97.2	99.7	11,837	93.0	93.3	
	71,591	94.4	99.5	99.9	62,908	87.9	99.2	
KANSAS CITY REGION	49,592	69.1	92.6	98.4	43,236	87.2	76.6	
IOWA B/S	20,862	67.0	94.1	98.8	18,086	86.7	75.1	
IOWA	15,307	68.9	94.5	98.9	13,274	86.7	77.0	
NEBRASKA	5,555	61.7	93.1	98.7	4,812	86.6	69.6	
KANSAS B/S	3,784	96.5	98.7	99.9	3,535	93.4	99.0	
MISSOURI B/S	13,290	83.7	94.2	98.3	11,503	86.6	92.1	
MISSOURI-GENERAL AMERICAN	11,656	47.2	86.1	97.4	10,112	86.8	53.8	
DENVER REGION	40,846	90.6	97.4	98.8	34,075	83.4	98.0	
COLORADO B/S	23,547	94.3	99.1	100.0	22,209	94.3	98.4	
MONTANA B/S	3,802	76.9	93.3	98.7	2,544	66.9	98.0	
NORTH DAKOTA B/S	3,445	94.6	99.7	100.0	2,976	86.4	99.0	
NORTH DAKOTA	891	87.1	99.2	100.0	708	79.5	96.6	
SOUTH DAKOTA	2,554	97.3	99.9	100.0	2,268	88.8	99.7	
UTAH B/S	8,449	83.9	93.4	95.0	4,884	57.8	95.3	
WYOMING-EQUITABLE	1,603	94.4	97.4	99.3	1,462	91.2	98.6	
SAN FRANCISCO REGION	168,476	91.9	98.1	99.5	152,109	90.3	97.8	
ARIZONA-NEVADA-AETNA	17,012	94.0	97.3	99.8	15,358	90.3	97.4	
ARIZONA	12,348	95.1	98.8	99.9	11,259	91.2	97.1	
NEVADA	4,664	91.0	93.3	99.5	4,099	87.9	98.4	
CALIFORNIA B/S	62,432	92.6	98.8	99.6	56,747	90.9	98.6	
CALIF.-OCCIDENTAL (NON-P&E)	87,910	91.1	97.8	99.3	79,118	90.0	97.2	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	1,122	87.9	95.8	99.5	886	79.0	96.8	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	38,292	85.6	95.8	28,641	74.8	94.4
ALASKA-OREGON-AETNA	11,184	96.0	99.6	10,733	96.0	97.6
ALASKA	135	94.1	98.5	121	89.6	97.5
OREGON	11,049	96.0	99.6	10,612	96.0	97.6
IDAHO-EQUITABLE	2,243	97.3	99.7	2,130	95.0	100.0
WASHINGTON B/S	24,865	79.9	93.7	15,778	63.5	91.4
RRB-TRAVELERS	34,872	93.7	98.4	33,027	94.7	95.9
AETNA	53,427	91.1	97.3	48,665	91.1	95.5
EQUITABLE	22,246	97.5	99.3	21,338	95.9	99.6
NATIONWIDE	63,602	89.7	97.9	56,063	88.1	98.6
PRUDENTIAL	71,641	96.4	99.1	68,927	96.2	97.4
TRAVELERS (RRB EXCLUDED)	47,482	87.8	97.3	43,829	92.3	93.0



TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	2,819,982	96.3	99.0	99.7	2,678,617	95.0	98.2	
BOSTON REGION	197,094	90.9	98.0	99.2	186,780	94.8	93.8	
CONNECTICUT-TRAVELERS	52,854	87.0	95.7	97.9	51,983	98.4	87.7	
MASSACHUSETTS B/S	109,142	93.6	98.8	99.7	101,392	92.9	97.7	
MASSACHUSETTS TRI-STATE	11,540	82.5	99.1	99.7	11,092	96.1	84.4	
MAINE	3,658	90.6	98.9	99.6	3,343	91.4	94.8	
NEW HAMPSHIRE	7,393	77.5	99.1	99.8	7,272	98.4	78.6	
VERMONT	489	97.5	100.0	100.0	477	97.5	99.8	
RHODE ISLAND B/S	23,558	91.4	98.7	99.8	22,313	94.7	95.0	
NEW YORK REGION	446,342	96.4	98.7	99.4	427,739	95.8	97.8	
NEW JERSEY-PRUDENTIAL	216,647	95.9	98.7	99.5	207,509	95.8	96.4	
N.Y.-BINGHAMTON B/S	39,586	98.0	98.9	99.4	38,033	96.1	99.4	
N.Y.-NEW YORK B/S	178,182	96.9	98.7	99.3	171,016	96.0	99.2	
NEW YORK-GROUP HEALTH	11,927	91.9	99.1	99.6	11,181	93.7	97.5	
PHILADELPHIA REGION	336,346	94.5	98.2	99.5	314,204	93.4	97.1	
MARYLAND B/S	26,901	95.1	98.6	99.5	23,284	86.6	97.9	
PENNSYLVANIA B/S	299,920	94.4	98.2	99.5	281,687	93.9	97.0	
DELAWARE	9,929	98.1	99.4	99.9	9,395	94.6	99.3	
DISTRICT OF COLUMBIA	65,959	96.5	99.1	99.8	62,347	94.5	98.4	
PENNSYLVANIA	147,144	92.9	97.5	99.3	138,360	94.0	96.0	
PENNSYLVANIA-LAB.	76,888	95.1	98.5	99.4	71,585	93.1	97.5	
VIRGINIA-TRAVELERS	5,571	96.3	99.0	99.7	5,445	97.7	97.2	
WEST VIRGINIA-NATIONWIDE	3,954	95.1	99.1	99.9	3,788	95.8	98.3	
ATLANTA REGION	632,589	97.4	99.2	99.9	594,579	94.0	99.5	
ALABAMA B/S	38,460	99.0	99.9	100.0	36,950	96.1	99.9	
FLORIDA B/S	226,879	96.6	98.6	99.8	215,626	95.0	99.9	
GEORGIA-PRUDENTIAL	74,173	97.2	99.3	99.8	72,439	97.7	98.0	
KENTUCKY B/S	40,412	96.7	99.5	99.9	37,124	91.9	99.8	
MISSISSIPPI-TRAVELERS	23,387	98.8	99.6	99.9	22,773	97.4	99.5	
NORTH CAROLINA-PRUDENTIAL	180,839	98.2	99.6	100.0	164,549	91.0	99.5	
SOUTH CAROLINA B/S (NON-P&E)	2,904	94.7	98.5	99.9	2,867	98.7	95.9	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	45,535	97.7	99.1	99.4	42,251	92.8	99.9	



TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
CARRIER	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS
CHICAGO REGION	362,982	96.4	99.6	99.9	354,841	97.8	97.4
ILLINOIS B/S (HCSC)	96,402	97.9	99.9	100.0	95,787	99.4	98.3
INDIANA B/S	29,380	98.2	99.5	99.9	27,274	92.8	100.0
MICHIGAN B/S	127,817	99.4	100.0	100.0	126,703	99.1	99.7
MINNESOTA B/S	8,306	99.1	99.9	100.0	7,943	95.6	99.9
MINNESOTA-TRAVELERS	13,105	92.2	99.0	100.0	12,148	92.7	98.5
OHIO-NATIONWIDE	61,771	97.2	99.5	100.0	59,362	96.1	99.4
WISCONSIN B/S	26,201	73.6	97.1	99.4	25,624	97.8	73.8
DALLAS REGION	205,356	98.0	99.6	99.9	195,064	95.0	99.8
ARKANSAS B/S	9,760	98.5	99.4	99.9	9,427	96.6	99.8
LA.-ARK. B/S	20,749	98.0	99.3	99.9	20,287	97.8	99.7
NEW MEXICO-AETNA	9,012	96.7	98.9	99.8	8,530	94.7	98.3
OKLAHOMA-AETNA	26,416	97.7	99.2	99.9	25,315	95.8	99.3
TEXAS B/S	139,419	98.1	99.8	100.0	131,505	94.3	100.0
KANSAS CITY REGION	81,419	96.4	99.1	99.8	77,107	94.7	98.4
IOWA B/S	22,456	98.3	99.6	99.9	21,745	96.8	99.5
IOWA	17,856	98.5	99.7	99.9	17,269	96.7	99.7
NEBRASKA	4,600	97.3	99.3	99.9	4,476	97.3	98.7
KANSAS B/S	9,208	97.1	99.2	99.8	8,783	95.4	98.9
MISSOURI B/S	18,614	97.2	99.3	99.6	17,307	93.0	99.4
MISSOURI-GENERAL AMERICAN	31,141	94.4	98.6	99.7	29,272	94.0	96.8
DENVER REGION	53,682	95.8	99.4	99.8	47,668	88.8	98.8
COLORADO B/S	22,952	95.7	99.5	100.0	20,933	91.2	99.8
MONTANA B/S	4,139	93.0	99.2	99.6	3,674	88.8	97.2
NORTH DAKOTA B/S	17,558	96.9	99.6	100.0	16,728	95.3	98.1
NORTH DAKOTA	7,652	95.8	99.6	99.9	7,366	96.3	97.2
SOUTH DAKOTA	9,906	97.8	99.6	100.0	9,362	94.5	98.8
UTAH B/S	7,253	95.5	98.6	99.2	4,735	65.3	98.6
WYOMING-EQUITABLE	1,780	94.4	98.4	99.4	1,598	89.8	98.2
SAN FRANCISCO REGION	366,692	97.6	99.5	99.9	349,384	95.3	99.2
ARIZONA-NEVADA-AETNA	31,150	96.7	99.2	99.9	29,418	94.4	98.3
ARIZONA	24,223	96.9	99.2	99.8	22,759	94.0	98.4
NEVADA	6,927	96.3	99.0	99.9	6,659	96.1	97.9
CALIFORNIA B/S	121,907	95.8	99.3	99.8	114,019	93.5	99.1
CALIF.-OCCIDENTAL (NON-P&E)	205,151	98.9	99.7	99.9	198,112	96.6	99.5
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	8,484	95.2	98.0	99.3	7,835	92.4	98.2

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	91,084	95.8	98.4	99.0	85,666	94.1	98.1	
ALASKA-OREGON-AETNA	32,960	98.0	99.9	100.0	32,412	98.3	98.3	
ALASKA	732	98.9	99.7	100.0	714	97.5	99.3	
OREGON	32,228	98.0	99.9	100.0	31,698	98.4	98.3	
IDAHO-EQUITABLE	3,397	96.6	99.5	99.6	3,283	96.6	98.3	
WASHINGTON B/S	54,727	94.5	97.5	98.3	49,971	91.3	97.9	
RRB-TRAVELERS	46,396	98.9	99.9	100.0	45,585	98.3	99.3	
AETNA	108,022	97.2	99.3	99.8	103,510	95.8	98.5	
EQUITABLE	50,712	97.5	99.1	99.4	47,132	92.9	99.7	
NATIONWIDE	65,725	97.1	99.5	100.0	63,150	96.1	99.3	
PRUDENTIAL	471,659	97.0	99.2	99.7	444,497	94.2	97.8	
TRAVELERS (RRB EXCLUDED)	42,063	96.4	99.4	99.9	40,366	96.0	98.9	

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	428,207	93.5	98.1	99.4	393,902	92.0	97.5	
BOSTON REGION	37,490	91.2	96.3	98.7	34,574	92.2	95.2	
CONNECTICUT-TRAVELERS	6,720	77.4	89.3	95.2	6,293	93.6	81.2	
MASSACHUSETTS B/S	23,500	95.9	98.6	99.6	21,749	92.5	99.0	
TRI-STATE	5,118	87.1	94.1	98.6	4,433	86.6	96.2	
MAINE	2,769	82.8	90.4	97.9	2,267	81.9	95.0	
NEW HAMPSHIRE	1,444	92.2	98.3	99.4	1,313	90.9	98.4	
VERMONT	905	92.2	98.9	99.4	853	94.3	96.0	
RHODE ISLAND B/S	2,152	93.5	98.7	99.9	2,099	97.5	95.8	
NEW YORK REGION	47,429	95.7	97.7	99.0	44,570	94.0	98.9	
NEW JERSEY-PRUDENTIAL	9,003	93.6	96.9	98.8	8,322	92.4	96.5	
N.Y.-BINGHAMTON B/S	6,840	94.9	97.3	99.3	6,251	91.4	99.3	
N.Y.-NEW YORK B/S	30,514	96.4	98.0	99.0	28,939	94.8	99.6	
NEW YORK-GROUP HEALTH	1,072	97.1	99.3	99.8	1,058	98.7	97.8	
PHILADELPHIA REGION	65,361	94.4	97.7	99.0	59,489	91.0	98.5	
MARYLAND B/S	9,280	92.2	98.4	99.5	6,982	75.2	97.7	
PENNSYLVANIA B/S	46,241	94.8	97.4	98.8	43,384	93.8	98.5	
DELAWARE	593	88.2	96.3	99.0	561	94.6	92.2	
DISTRICT OF COLUMBIA	3,360	97.0	99.4	99.8	3,171	94.4	99.7	
PENNSYLVANIA	42,288	94.7	97.2	98.7	39,652	93.8	98.5	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	4,777	96.1	98.3	99.4	4,526	94.7	98.1	
WEST VIRGINIA-NATIONWIDE	5,063	93.4	98.2	99.9	4,597	90.8	99.5	
ATLANTA REGION	57,224	94.6	98.3	99.6	51,511	90.0	99.0	
ALABAMA B/S	5,221	95.7	99.6	99.9	4,354	83.4	99.5	
FLORIDA B/S	17,407	92.5	97.0	99.6	15,882	91.2	99.4	
GEORGIA-PRUDENTIAL	7,570	97.5	98.8	99.6	7,388	97.6	99.0	
KENTUCKY B/S	8,639	95.2	99.5	100.0	7,353	85.1	99.6	
MISSISSIPPI-TRAVELERS	1,904	95.2	98.8	99.8	1,773	93.1	98.0	
NORTH CAROLINA-PRUDENTIAL	8,403	95.7	98.6	99.5	7,313	87.0	98.8	
SOUTH CAROLINA B/S (NON-P&E)	3,240	94.0	98.7	99.7	3,193	98.5	95.3	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	4,840	93.4	97.6	99.3	4,255	87.9	99.9	



TABLE 13 PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS			OF TOTAL	IN 30 DAYS	
CHICAGO REGION	78,509	90.8	98.6	99.7	74,275	94.6	94.0	
ILLINOIS B/S (HCSC)	19,078	97.0	100.0	100.0	19,017	99.7	97.2	
INDIANA B/S	9,253	94.6	98.3	99.8	8,293	89.6	100.0	
MICHIGAN B/S	17,231	97.5	99.6	99.9	16,720	97.0	99.1	
MINNESOTA B/S	666	84.1	99.2	100.0	462	69.4	98.1	
MINNESOTA-TRAVELERS	2,132	97.9	99.6	100.0	2,015	94.5	99.4	
OHIO-NATIONWIDE	23,050	92.8	97.9	99.8	20,956	90.9	99.8	
WISCONSIN B/S	7,099	44.7	94.7	97.9	6,812	96.0	46.1	
DALLAS REGION	44,485	93.8	98.4	99.7	40,632	91.3	98.3	
ARKANSAS B/S	2,884	88.2	98.3	99.8	2,216	76.8	99.5	
LA.-ARK. B/S	6,123	88.1	95.9	99.6	5,382	87.9	99.0	
NEW MEXICO-AETNA	1,872	92.3	97.5	99.5	1,684	90.0	97.3	
OKLAHOMA-AETNA	8,940	93.0	98.8	99.7	8,411	94.1	95.1	
TEXAS B/S	24,666	96.3	98.9	99.7	22,939	93.0	99.4	
KANSAS CITY REGION	12,091	90.0	97.5	99.3	11,016	91.1	95.8	
IOWA B/S	2,942	91.9	99.1	99.9	2,774	94.3	94.9	
IOWA	1,925	91.8	99.0	99.9	1,818	94.4	94.8	
NEBRASKA	1,017	92.0	99.3	99.8	956	94.0	95.2	
KANSAS B/S	2,266	95.9	98.4	99.6	2,092	92.3	98.3	
MISSOURI B/S	1,995	90.9	96.0	98.5	1,750	87.7	98.7	
MISSOURI-GENERAL AMERICAN	4,888	85.8	96.8	99.1	4,400	90.0	94.1	
DENVER REGION	5,784	90.9	98.4	99.4	4,799	83.0	98.7	
COLORADO B/S	3,156	93.0	99.4	100.0	2,726	86.4	98.7	
MONTANA B/S	718	79.8	92.9	96.4	559	77.9	98.6	
NORTH DAKOTA B/S	989	93.9	99.7	100.0	810	81.9	99.4	
NORTH DAKOTA	519	95.2	99.8	100.0	445	85.7	99.3	
SOUTH DAKOTA	470	92.6	99.6	100.0	365	77.7	99.5	
UTAH B/S	726	87.7	97.7	98.6	533	73.4	97.6	
WYOMING-EQUITABLE	195	95.4	99.0	99.5	171	87.7	98.8	
SAN FRANCISCO REGION	59,991	94.4	98.8	99.7	54,340	90.6	99.0	
ARIZONA-NEVADA-AETNA	6,646	94.0	97.9	99.4	5,998	90.2	98.0	
ARIZONA	5,420	94.2	98.0	99.3	4,878	90.0	98.1	
NEVADA	1,226	93.1	97.5	99.6	1,120	91.4	97.8	
CALIFORNIA B/S	24,113	90.7	98.2	99.5	20,968	87.0	98.7	
CALIF.-OCCIDENTAL (NON-P&E)	28,711	97.8	99.6	99.9	27,032	94.2	99.5	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	521	82.9	97.1	99.6	342	65.6	98.2	



TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	9,221	94.4	98.7	99.4	8,348	90.5	98.3	
ALASKA-OREGON-AETNA	3,100	90.1	98.7	99.9	2,845	91.8	95.2	
ALASKA	111	75.7	87.4	100.0	80	72.1	93.8	
OREGON	2,989	90.7	99.2	99.9	2,765	92.5	95.2	
IDAHO-EQUITABLE	612	97.4	99.0	99.2	582	95.1	99.8	
WASHINGTON B/S	5,509	96.4	98.6	99.1	4,921	89.3	99.8	
RRB-TRAVELERS	10,622	97.2	99.6	99.9	10,348	97.4	98.3	
AETNA	21,079	92.6	98.3	99.6	19,280	91.5	96.3	
EQUITABLE	5,647	93.9	97.8	99.3	5,008	88.7	99.9	
NATIONWIDE	28,113	92.9	98.0	99.8	25,553	90.9	99.7	
PRUDENTIAL	24,976	95.5	98.0	99.3	23,023	92.2	98.0	
TRAVELERS (RRB EXCLUDED)	8,813	96.4	98.8	99.6	8,314	94.3	98.4	

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	222,492	78.7	95.1	98.8	182,951	82.2	91.9	
BOSTON REGION	9,638	80.1	94.6	97.8	8,362	86.8	88.2	
CONNECTICUT-TRAVELERS	1,870	66.4	92.6	96.2	1,708	91.3	71.3	
MASSACHUSETTS B/S	4,287	82.4	93.2	97.2	3,638	84.9	90.7	
MASSACHUSETTS	1,261	71.3	95.2	98.3	900	71.4	92.1	
TRI-STATE	483	84.1	94.0	97.1	405	83.9	93.1	
MAINE	741	63.2	96.2	99.3	468	63.2	91.7	
NEW HAMPSHIRE	37	67.6	91.9	94.6	27	73.0	85.2	
VERMONT	2,220	92.3	98.5	99.8	2,116	95.3	96.1	
RHODE ISLAND B/S	19,800	80.7	92.0	96.5	15,308	77.3	95.5	
NEW YORK REGION	2,089	94.9	98.5	99.4	1,902	91.0	97.1	
NEW JERSEY-PRUDENTIAL	2,070	89.1	98.2	99.2	1,941	93.8	91.8	
N.Y.-BINGHAMTON B/S	15,119	77.0	90.0	95.6	10,955	72.5	95.7	
N.Y.-NEW YORK B/S	522	96.7	98.9	99.6	510	97.7	98.0	
NEW YORK-GROUP HEALTH	43,724	43.3	88.0	97.9	21,556	49.3	84.1	
PHILADELPHIA REGION	31,973	24.7	84.3	97.3	10,612	33.2	70.3	
MARYLAND B/S	10,065	93.5	97.8	99.3	9,302	92.4	97.3	
PENNSYLVANIA B/S	203	96.1	99.0	99.5	187	92.1	98.4	
DELAWARE	2,850	95.2	99.2	99.8	2,648	92.9	96.7	
DISTRICT OF COLUMBIA	7,012	92.7	97.2	99.1	6,467	92.2	97.5	
PENNSYLVANIA	0	0.0	0.0	0.0	0	0.0	0.0	
PENNSYLVANIA-LAB.	1,339	97.5	99.9	99.9	1,315	98.2	98.3	
VIRGINIA-TRAVELERS	347	94.2	99.4	99.7	327	94.2	98.2	
WEST VIRGINIA-NATIONWIDE	43,931	91.8	98.5	99.6	40,166	91.4	98.3	
ATLANTA REGION	570	82.8	95.3	99.1	440	77.2	97.3	
ALABAMA B/S	8,865	87.9	95.9	99.0	7,395	83.4	99.8	
FLORIDA B/S	1,577	94.4	99.5	99.9	1,535	97.3	95.4	
GEORGIA-PRUDENTIAL	477	92.5	99.4	100.0	458	96.0	94.5	
KENTUCKY B/S	196	89.8	99.0	100.0	188	95.9	91.0	
MISSISSIPPI-TRAVELERS	1,180	94.7	97.5	99.0	1,027	87.0	98.1	
NORTH CAROLINA-PRUDENTIAL	431	93.5	99.5	99.8	415	96.3	97.1	
SOUTH CAROLINA B/S (NON-P&E)	29,261	92.8	99.3	99.8	27,502	94.0	98.2	
SOUTH CAROLINA B/S (P & E)	1,374	94.5	99.1	99.9	1,206	87.8	97.8	
TENNESSEE-EQUITABLE								

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	IN 30 DAYS
CHICAGO REGION	45,564	81.8	95.6	99.1	44,023	96.6	83.3	
ILLINOIS B/S (HCSC)								
INDIANA B/S	2,899	98.6	100.0	100.0	2,885	99.5	99.0	
MICHIGAN B/S	5,767	95.5	98.3	99.8	5,341	92.6	100.0	
MINNESOTA B/S	20,104	95.2	99.9	100.0	19,810	98.5	95.7	
MINNESOTA-TRAVELERS	80	96.3	100.0	100.0	79	98.8	96.2	
OHIO-NATIONWIDE	193	82.9	99.5	100.0	167	86.5	94.0	
WISCONSIN B/S	6,803	96.3	99.0	100.0	6,391	93.9	99.7	
	9,718	30.7	81.3	95.8	9,350	96.2	31.0	
DALLAS REGION	11,738	95.5	99.1	99.7	10,777	91.8	99.0	
ARKANSAS B/S								
LA.-ARK. B/S	254	94.9	98.0	99.6	232	91.3	98.3	
NEW MEXICO-AETNA	2,177	95.1	99.3	99.8	2,008	92.2	99.6	
OKLAHOMA-AETNA	219	91.8	97.3	99.1	195	89.0	98.5	
TEXAS B/S	1,677	96.5	98.9	99.6	1,603	95.6	98.2	
	7,411	95.5	99.1	99.7	6,739	90.9	99.1	
KANSAS CITY REGION	8,878	89.7	96.7	99.2	8,139	91.7	95.8	
IOWA B/S								
IOWA	819	87.8	98.5	99.1	750	91.6	93.1	
NEBRASKA	646	91.2	99.4	100.0	607	94.0	94.9	
KANSAS B/S	173	75.1	95.4	96.0	143	82.7	85.3	
MISSOURI B/S	232	92.7	97.0	99.6	207	89.2	100.0	
MISSOURI-GENERAL AMERICAN	427	88.5	95.8	97.4	371	86.9	94.1	
	7,400	89.9	96.5	99.3	6,811	92.0	96.0	
DENVER REGION	1,534	83.8	98.4	98.8	1,079	70.3	98.0	
COLORADO B/S								
MONTANA B/S	719	93.0	99.9	100.0	649	90.3	98.8	
NORTH DAKOTA B/S	51	60.8	96.1	100.0	25	49.0	96.0	
NORTH DAKOTA	28	92.9	100.0	100.0	24	85.7	100.0	
SOUTH DAKOTA	21	95.2	100.0	100.0	20	95.2	100.0	
UTAH B/S	7	85.7	100.0	100.0	4	57.1	100.0	
WYOMING-EQUITABLE	734	76.3	97.3	97.4	381	51.9	96.6	
	2	0.0	50.0	100.0	0	0.0	0.0	
SAN FRANCISCO REGION	33,518	91.4	98.8	99.6	30,093	89.8	97.4	
ARIZONA-NEVADA-AETNA								
ARIZONA	2,729	96.6	99.2	99.9	2,545	93.3	98.4	
NEVADA	2,159	97.2	99.3	99.9	2,011	93.1	99.0	
CALIFORNIA B/S	570	94.6	98.8	100.0	534	93.7	96.4	
CALIF.-OCCIDENTAL (NON-P&E)	5,944	88.3	98.5	99.8	5,178	87.1	98.0	
CALIF.-OCCIDENTAL (P & E)	5,543	96.0	98.4	99.3	5,367	96.8	97.0	
HAWAII-AETNA	19,044	90.2	98.9	99.7	16,773	88.1	97.1	
	258	92.6	95.7	98.1	230	89.1	97.0	

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	3,313	88.8	97.7	99.5	2,662	80.4	92.7	
ALASKA-OREGON-AETNA	1,081	81.9	99.0	100.0	987	91.3	84.4	
ALASKA	155	96.1	99.4	100.0	151	97.4	96.7	
OREGON	926	79.5	98.9	100.0	836	90.3	82.2	
IDAHO-EQUITABLE	57	96.5	100.0	100.0	52	91.2	98.1	
WASHINGTON B/S	2,175	92.0	97.0	99.2	1,623	74.6	97.7	
RRB-TRAVELERS	854	82.6	99.3	99.8	786	92.0	82.6	
AETNA	5,964	93.6	98.8	99.7	5,560	93.2	95.8	
EQUITABLE	1,433	94.5	99.1	99.9	1,258	87.8	97.8	
NATIONWIDE	7,150	96.2	99.0	100.0	6,718	94.0	99.6	
PRUDENTIAL	4,846	94.7	98.6	99.5	4,464	92.1	96.7	
TRAVELERS (RRB EXCLUDED)	1,728	95.0	99.7	99.9	1,670	96.6	97.1	



TABLE 15 PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	7,950,627	90.6	97.4	99.2	7,218,009	90.8	95.8	
BOSTON REGION	259,630	84.7	94.4	97.5	238,075	91.7	89.7	
CONNECTICUT-TRAVELERS	115,295	78.0	92.2	96.2	107,792	93.5	82.5	
MASSACHUSETTS B/S	39,805	85.4	92.9	98.1	34,877	87.6	91.9	
TRI-STATE	90,639	91.7	97.1	98.6	82,846	91.4	97.3	
MAINE	27,415	92.5	97.2	98.5	25,393	92.6	97.0	
NEW HAMPSHIRE	44,156	90.3	96.8	98.5	39,605	89.7	97.1	
VERMONT	19,068	93.4	97.6	98.8	17,848	93.6	98.0	
RHODE ISLAND B/S	13,891	92.2	99.0	99.8	12,560	90.4	95.3	
NEW YORK REGION	1,077,884	91.6	96.3	98.4	997,262	92.5	95.9	
NEW JERSEY-PRUDENTIAL	341,789	93.9	98.2	99.2	323,751	94.7	96.4	
N.Y.-BINGHAMTON B/S	145,341	87.7	95.0	98.0	125,508	86.4	95.4	
N.Y.-NEW YORK B/S	530,157	91.0	95.0	97.8	489,788	92.4	95.6	
NEW YORK-GROUP HEALTH	60,597	94.6	99.2	99.7	58,215	96.1	97.5	
PHILADELPHIA REGION	468,547	84.4	93.7	98.2	416,929	89.0	91.8	
MARYLAND B/S	74,965	77.3	92.4	97.8	57,648	76.9	89.9	
PENNSYLVANIA B/S	238,736	81.5	91.2	97.4	214,620	89.9	89.0	
DELAWARE	13,532	94.3	98.3	99.5	12,698	93.8	97.7	
DISTRICT OF COLUMBIA	55,921	88.6	95.7	98.4	51,262	91.7	94.3	
PENNSYLVANIA	169,283	78.1	89.1	96.8	150,660	89.0	86.5	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	114,890	93.6	98.6	99.6	109,861	95.6	95.8	
WEST VIRGINIA-NATIONWIDE	39,956	88.2	97.3	99.8	34,800	87.1	99.4	
ATLANTA REGION	1,538,619	92.1	97.4	99.2	1,367,310	88.9	98.5	
ALABAMA B/S	82,761	96.8	99.4	99.9	76,395	92.3	99.2	
FLORIDA B/S	694,848	90.3	96.7	98.9	599,907	86.3	99.4	
GEORGIA-PRUDENTIAL	164,658	94.7	97.9	99.4	157,432	95.6	97.6	
KENTUCKY B/S	88,260	91.0	97.9	99.5	76,724	86.9	98.2	
MISSISSIPPI-TRAVELERS	65,935	94.3	98.4	99.8	63,200	95.9	97.1	
NORTH CAROLINA-PRUDENTIAL	203,823	92.4	97.1	98.9	170,309	83.6	97.9	
SOUTH CAROLINA B/S (NON-P&E)	114,780	91.9	97.6	99.4	110,872	96.6	95.1	
SOUTH CAROLINA B/S (P & E)	391	79.3	97.4	100.0	312	79.8	98.7	
TENNESSEE-EQUITABLE	123,163	95.2	98.4	99.3	112,159	91.1	99.4	

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	1,480,528	85.4	97.4	99.6	1,373,299	92.8	90.0	
ILLINOIS B/S (HCSC)	362,605	95.9	99.9	100.0	348,622	96.1	98.6	
INDIANA B/S	198,072	96.3	99.2	99.9	183,446	92.6	100.0	
MICHIGAN B/S	105,107	97.5	99.7	99.9	101,602	96.7	98.2	
MINNESOTA B/S	81,423	97.1	99.6	100.0	78,120	95.9	99.1	
MINNESOTA-TRAVELERS	61,092	92.7	98.6	99.8	57,578	94.2	96.8	
OHIO-NATIONWIDE	383,614	86.9	97.2	99.8	327,896	85.5	99.4	
WISCONSIN B/S	288,615	53.3	91.6	98.2	276,035	95.6	54.5	
DALLAS REGION	817,653	95.0	98.8	99.8	744,049	91.0	99.3	
ARKANSAS B/S	54,759	96.3	98.8	99.9	51,568	94.2	98.9	
LA.-ARK. B/S	112,555	90.3	97.0	99.6	99,767	88.6	98.6	
NEW MEXICO-AETNA	42,361	95.6	98.7	99.8	39,663	93.6	98.6	
OKLAHOMA-AETNA	134,095	96.7	98.8	99.8	127,115	94.8	99.0	
TEXAS B/S	473,883	95.4	99.2	99.9	425,936	89.9	99.6	
KANSAS CITY REGION	471,353	92.6	98.6	99.6	429,820	91.2	97.3	
IOWA B/S	184,459	93.7	98.9	99.8	172,990	93.8	97.4	
IOWA	124,255	94.7	99.1	99.8	117,300	94.4	97.9	
NEBRASKA	60,204	91.8	98.6	99.8	55,690	92.5	96.6	
KANSAS B/S	49,814	96.8	99.1	99.8	44,914	90.2	98.9	
MISSOURI B/S	55,358	93.9	98.4	99.4	48,048	86.8	98.6	
MISSOURI-GENERAL AMERICAN	181,722	90.0	98.0	99.4	163,868	90.2	96.2	
DENVER REGION	274,491	90.6	98.2	99.4	221,160	80.6	97.9	
COLORADO B/S	98,634	93.1	98.9	100.0	89,294	90.5	98.2	
MONTANA B/S	50,365	80.5	96.7	98.8	39,378	78.2	95.5	
NORTH DAKOTA B/S	73,487	95.0	99.4	99.9	59,146	80.5	99.0	
NORTH DAKOTA	34,901	94.5	99.4	99.9	28,320	81.1	98.9	
SOUTH DAKOTA	38,586	95.5	99.4	99.9	30,826	79.9	99.1	
UTAH B/S	35,321	88.2	96.7	98.2	19,292	54.6	99.0	
WYOMING-EQUITABLE	16,684	91.3	97.1	98.4	14,050	84.2	96.2	
SAN FRANCISCO REGION	877,992	92.5	98.5	99.7	792,215	90.2	98.5	
ARIZONA-NEVADA-AETNA	158,381	91.8	97.9	99.7	138,260	87.3	97.0	
ARIZONA	146,967	92.0	98.0	99.7	128,058	87.1	97.1	
NEVADA	11,414	89.2	97.0	99.6	10,202	89.4	95.5	
CALIFORNIA B/S	396,925	90.5	98.9	99.8	353,844	89.1	98.9	
CALIF.-OCCIDENTAL (NON-P&E)	299,729	95.3	98.5	99.5	279,736	93.3	98.7	
CALIF.-OCCIDENTAL (P & E)	503	73.4	84.5	94.8	366	72.8	94.3	
HAWAII-AETNA	22,454	93.6	97.4	99.4	20,009	89.1	98.3	

TABLE 15 PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN APRIL, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	433,665	93.7	98.6	397,939	91.8	97.2
ALASKA-OREGON-AETNA	152,052	93.8	99.6	146,003	96.0	96.3
ALASKA	2,677	95.5	98.6	2,495	93.2	98.9
OREGON	149,375	93.8	99.6	143,508	96.1	96.2
IDAHO-EQUITABLE	52,332	97.8	99.5	48,953	93.5	99.5
WASHINGTON B/S	229,281	92.7	97.7	202,983	88.5	97.4
RRB-TRAVELERS	250,265	96.4	99.1	239,951	95.9	98.5
AETNA	509,343	94.1	98.7	471,050	92.5	97.5
EQUITABLE	192,179	95.6	98.6	175,162	91.1	99.2
NATIONWIDE	423,570	87.0	97.2	362,696	85.6	99.4
PRUDENTIAL	710,270	93.7	97.8	651,492	91.7	97.1
TRAVELERS (RRB EXCLUDED)	241,917	93.5	98.5	230,639	95.3	96.4



## CARRIER WORKLOAD AND PROCESSING TIME REPORT

### APPENDIX

#### Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

#### Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)
- G. Total Claims Pending--The total number of claims pending at the end of the month.
- H. Days Work on Hand--Claims pending end of month times the number of budgeted working days for the most recent 12 months divided by the budgeted claims processed for the most recent 12 months.



Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.\*

\*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

### Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

### Processing and Payment Time (PFC) Data - All Claims Processed

- A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.
- B. Percent Processed in 30 Days-- The total number of claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

### Processing and Payment Time (PFC) Data - Clean Claims Processed

- A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.
- B. Percent of Total-- The number of clean claims processed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent in 30 Days-- The number of clean claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.





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